TOPS ONLINE PAYMENTS
USER GUIDE

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Chapter 1

INTRODUCTION

The ***TOPS Online Payments*** service provide *TOPS 2000*™ customers with a convenient and easy to use online payment solution for their community residents. All financial information is stored on a secured server with Secured Socket Layer (SSL) protection. Each transaction is encrypted with a 128-bit level encryption. When owners first connect to the online payments web site, they define new usernames and passwords, which are separate and distinct from the community web site login information.

A link is added to your community web site making the interface seamless to your community residents. If your association does not have a web site, the link is made available on your management company's web site. Available 24 hours a day, seven days a week, ***TOPS Online Payments*** provides owners with numerous payment options, including e-Checks, Visa, and Mastercard, American Express and Discover.

Residents as well as Associations can use the convenience of the ***TOPS Online Payments*** system to make their payments. The following is a list of some of the many types of fees and assessments your customers can pay using Online Payments.

- Association dues from Homeowners
- Special assessments
- Rent for use of the clubhouse
- Onetime fees for clubs and social events
- Recurring fees for Pool Passes or Parking
- Management fees from Associations to their Management Company

TOPS Online Payments provides an alert to the account administrator with a copy of the owners emailed receipt as payments are made. Your account administrator will also receive a daily e-mail containing transactions that have cleared the bank. Cleared transactions are stored in a lockbox format file which you download and process into *TOPS 2000*™ via the lockbox interface, eliminating the need to re-key payment information. You can also run date specific reports to view payment information.

BROWSER SKILLS

TOPS Online Payments will operate on two browsers: Microsoft® Internet Explorer and Netscape. This manual assumes that Online Payment users have basic browser skills. Therefore, questions regarding your Internet browser should be referred to your systems administrator or the browser's user guide.

LOGGING ON

The ***TOPS Online Payments*** service is typically accessed through the community web site. If your community does not yet have a web site, homeowners may make Online Payments from the Management company web site. To login, go to your community or management company web site, locate and ***Click*** the **Pay Dues** button.

The **Online Payments** login window will appear, you will be asked to enter a valid *Username* and *Password*. The *Username* and *Password* for **Online Payments** is different from your web site login and password. When logging on to **Online Payments** you are accessing a secure server completely separate from your community web site.

If you are a first time user of *TOPS* **Online Payments**, you will be prompted to create a new *Username* and *Password* with which to access this secure site.

HOW THIS MANUAL IS ORGANIZED

The ***TOPS Online Payments*** service manual provides information and instructions for setting up, and Administrator functions for both the initial and recurring processes contained with the *TOPS 2000*™ system. It also provides instructions for end users (homeowners) setting up an owner account and making online payments using the **TOPS Online Payments** service interface from their community or management company web sites.

Introduction	Introduction provides an overview of the features and function provided by Online Payments.
***TOPS 2000*™ Online Payments Data Upload**	Provides instructions for setting up the following *TOPS 2000*™ preliminary and recurring processes: • Updating Program Files • Setup and running Communities uploads (owner data) • Setup Scheduled Data Uploads • Web site Online Payment Link Placement
Online Payments Administrator Setup	Provides instructions for: • Setting up the Administrator Username and Password • Establishing the company settings for alerts, notifications, e-mail etc., at the Online Payments service web site.
Lockbox Download to *TOPS 2000*™	Lockbox Download – provides instruction on how to import the transactions into *TOPS 2000*(tm).

Addendum A Homeowners Guide to Online Payments	Provides the homeowner instructions on how to: • Access TOPS Online Payments service • Setup an Owner Account • Create username and password • Add bank information • Make online payments

Chapter 2

SETTING UP *TOPS 2000*™ DATA UPLOAD

TOPS Software's web support team will send an e-mail informing you that your application(s) has been approved and you may begin setting up the **Online Payments** feature for your homeowners.

> *An application must be completed for each individual association in addition to your management company application.*

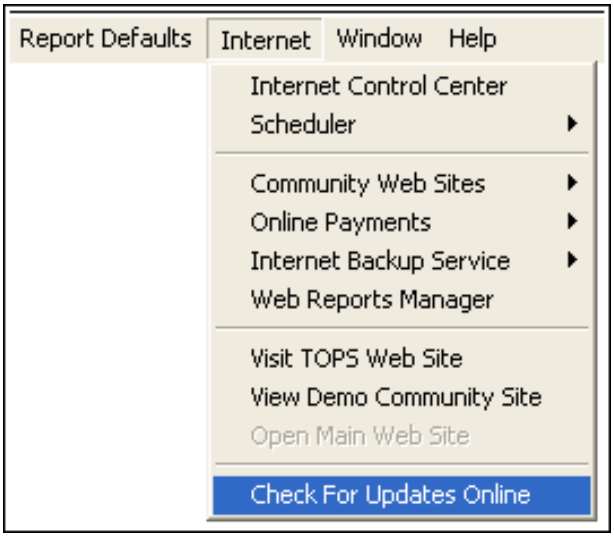
Before you begin the initial community data uploads from *TOPS 2000*™, make sure that your *TOPS 2000* program files are up to date. To do so, run **Check for Updates Online** using the following instructions.

UPDATE PROGRAM FILES

To update all of your *TOPS* program files, from the *TOPS 2000*™ Main menu:

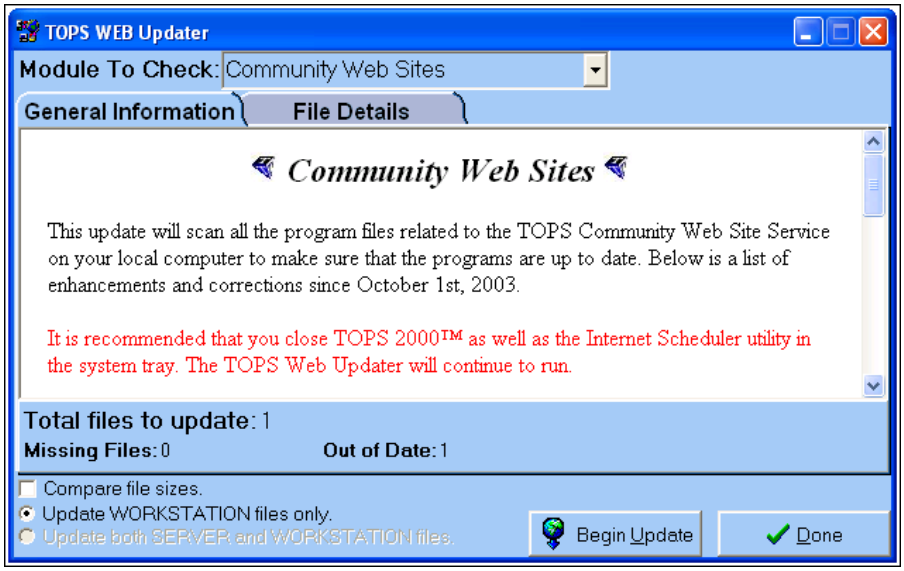
1. ***Click*** **Internet**.
2. ***Select*** the **Check for Updates Online** menu option.

Figure 2-1 Internet Menu options



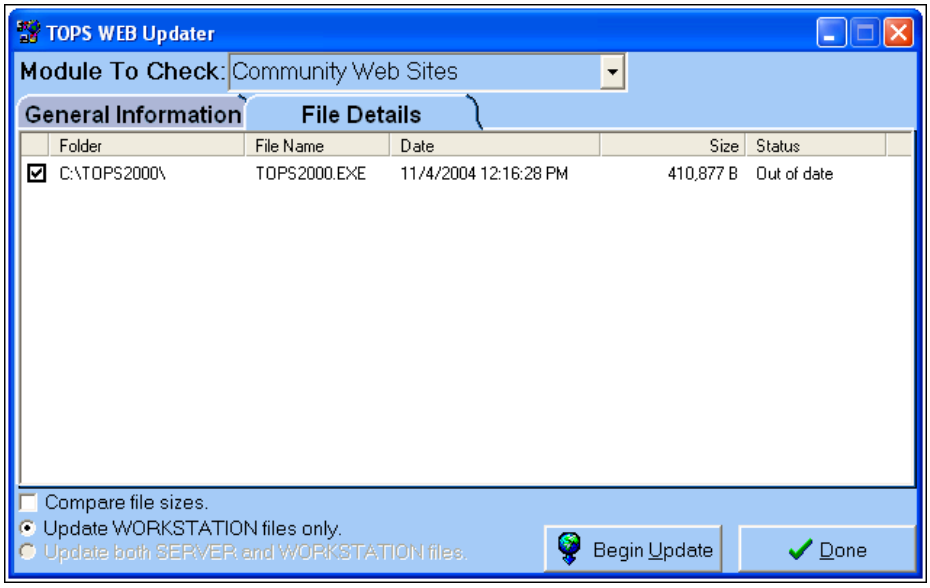
3. The **TOPS WEB Updater** window appears.
4. ***Select*** *Community Web Sites* from the **Module to Check** drop down menu list.

Figure 2-2 TOPS WEB Updater window


TOPS WEB Updater
Module To Check: Community Web Sites
General Information
File Details
Community Web Sites
This update will scan all the program files related to the TOPS Community Web Site Service on your local computer to make sure that the programs are up to date. Below is a list of enhancements and corrections since October 1st, 2003.
It is recommended that you close TOPS 2000™ as well as the Internet Scheduler utility in the system tray. The TOPS Web Updater will continue to run.
Total files to update: 1
Missing Files: 0
Out of Date: 1
Compare file sizes.
Update WORKSTATION files only.
Update both SERVER and WORKSTATION files.
Begin Update
Done

5. ***Click*** the **File Details** tab to review a list of files the system has identified for updates.

Figure 2-3 TOPS WEB Updater window



6. ***Click*** the **Begin Updates** button to initiate the file updates.
7. An **Updates Completed** dialog will appear when all files have been updated successfully.

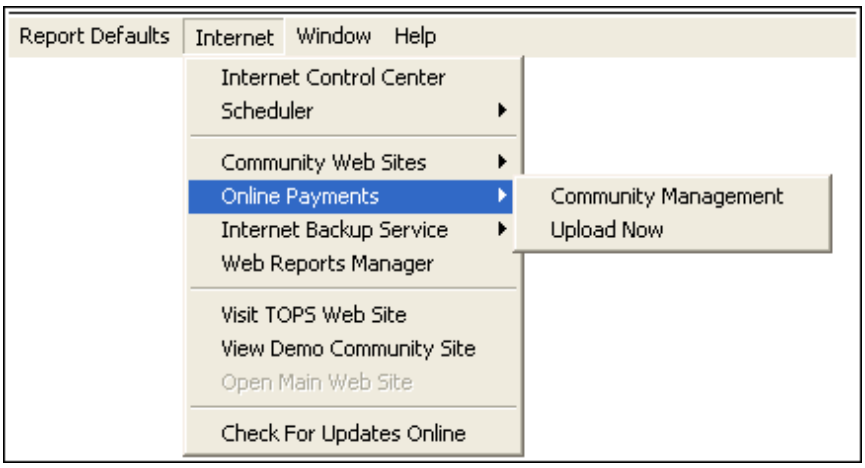
SETUP AND RUN COMMUNITIES UPLOAD

Next setup is to upload communities that are contracted to use **Online Payments**.

From the *TOPS 2000*™ Main menu:

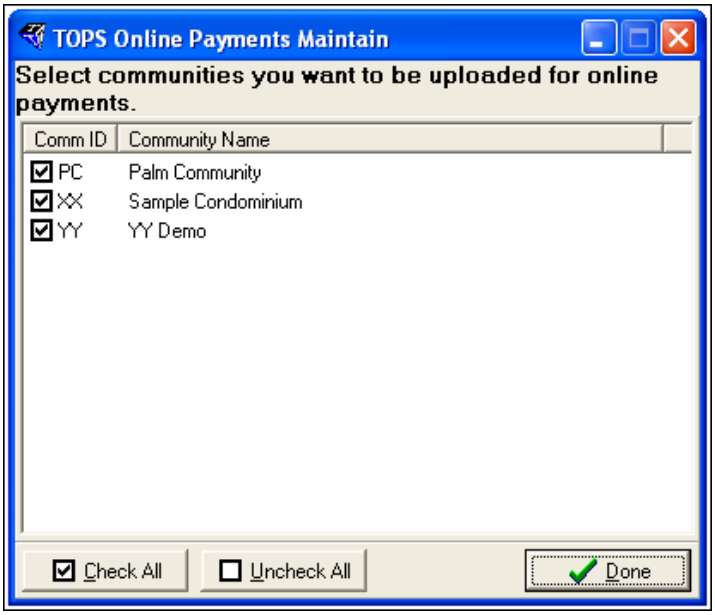
1. ***Click*** **Internet**.
2. ***Select*** the **Online Payments** menu option.

Figure 2-4 Online Payments sub-menu options



3. ***Select*** the **Community Management** sub-menu option.
4. The **TOPS Online Payments Maintain** window appears.

Figure 2-5 TOPS Online Payments Maintain window



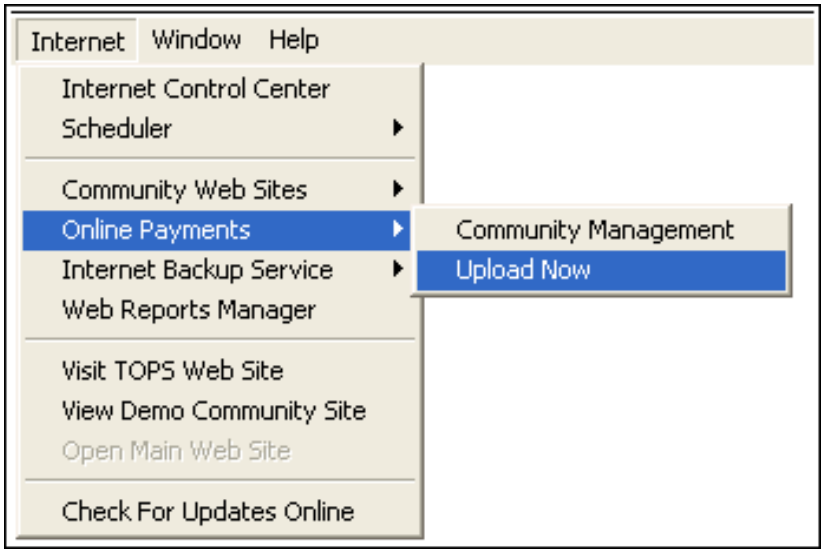
5. The default is set so all communities are checked.
6. ***Click*** the checkbox (De-select) for those communities that are *NOT* contracted for **Online Payments**.
7. ***Click*** **Done** when finished.

Next, run the initial communities upload.

From the *TOPS 2000*™ Main menu:

1. ***Click*** **Internet**
2. ***Select*** the **Online Payments** menu option.
3. ***Select*** the **Upload Now** sub-menu option.

Figure 2-6 Online Payments sub-menu options



4. An **Upload Completed** dialog will appear when all communities have been uploaded successfully.

   When adding new communities to ***Online Payments*** *in the future, they must also be setup in Community Management. Repeat the steps outlined in this section for each new community you add.*

SETUP SCHEDULED OWNER DATA UPLOADS

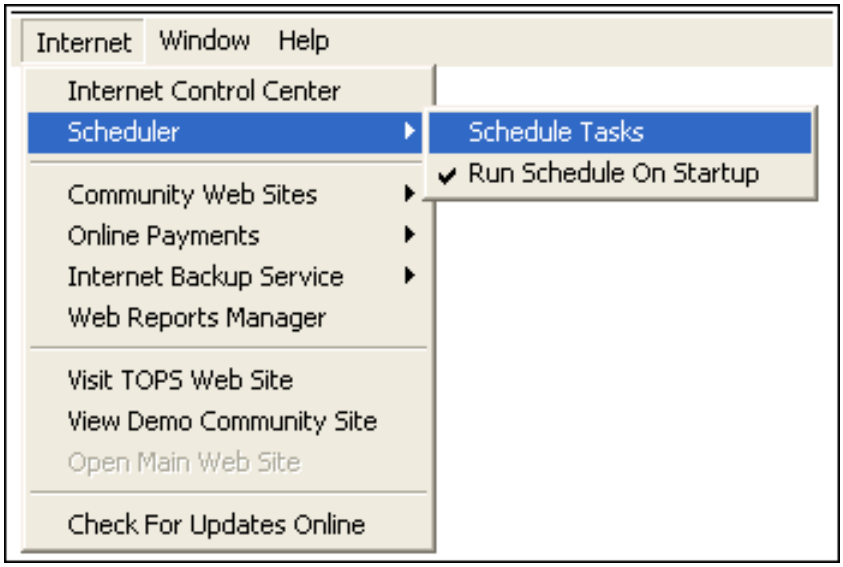
It is important that the Online Payments service is uploaded with owner information and account balances from *TOPS 2000*™ on a scheduled basis. This ensures that homeowners pay the correct amount when making online payments.

You will want to setup the **TOPS Scheduler** utility to upload this data regularly. Notice - this is NOT the same as a Community Web Site data upload. This data uploads to a different server using secure FTP.

To setup **Scheduler**, from the *TOPS 2000*™ Main menu:

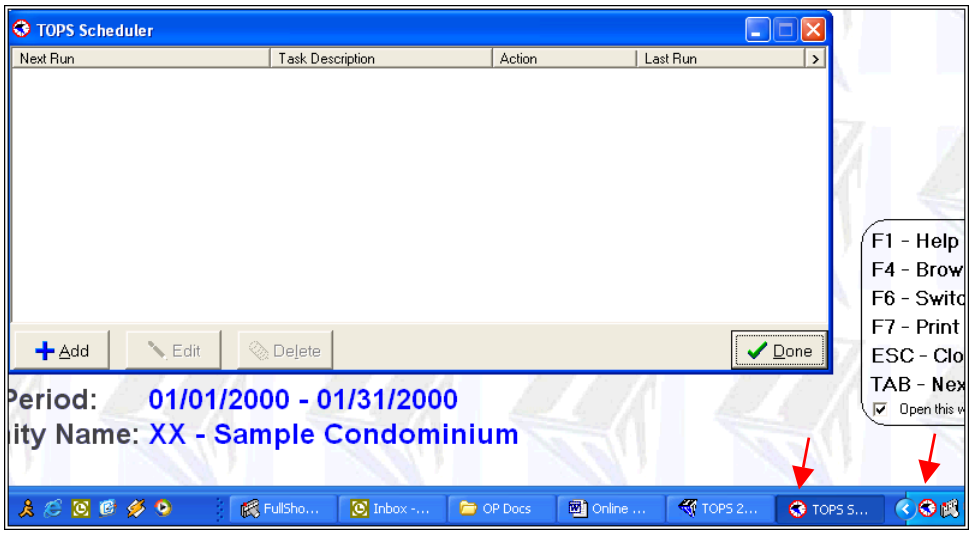
1. ***Click*** **Internet**
2. ***Select*** the **Scheduler** option from the drop down menu.
3. ***Select*** the **Schedule Task** option from the sub-menu.

Figure 2-7 Internet/ Scheduler sub-menu options



4. The **TOPS Scheduler** window appears.

Figure 2-8 TOPS Scheduler window

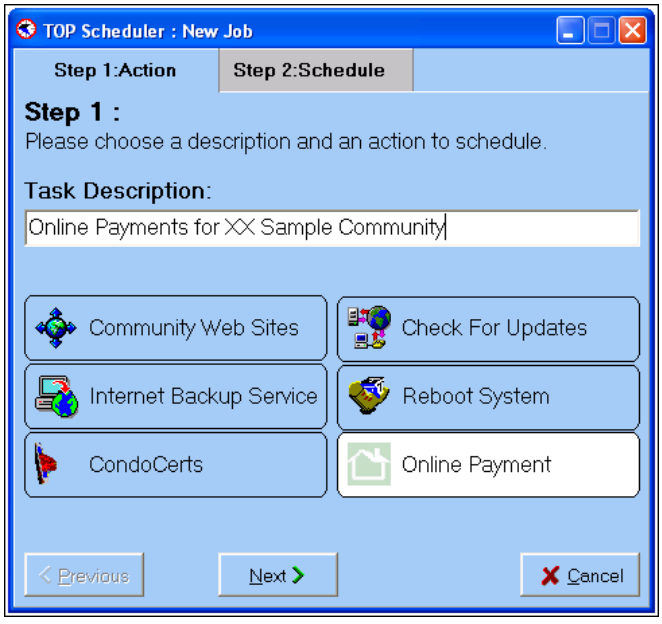


Note the Scheduler icon on the taskbar and on the right system tray.

If Scheduler is already running, ***Double-Click*** *the icon in the system tray to open (the lower right of your screen next to the clock).*

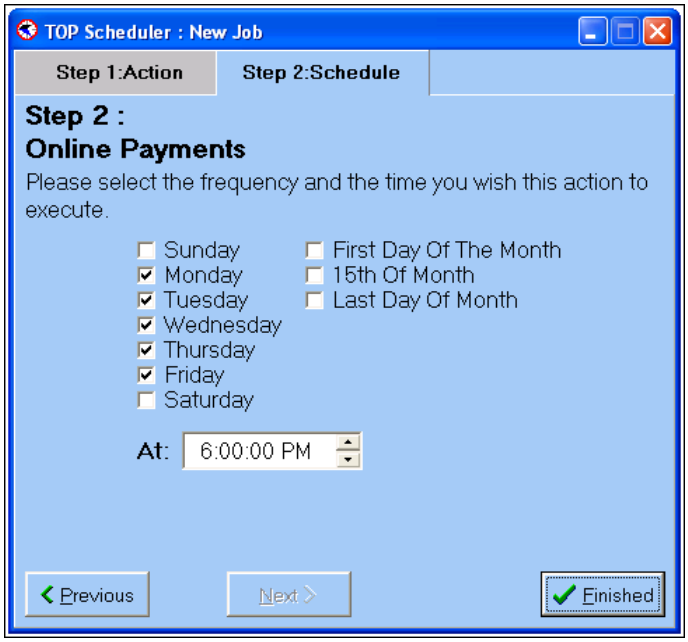
5. ***Click*** **Add** to add a new task.
6. The **TOPS Scheduler Step 1** window appears.
7. ***Enter*** a *Task Description*, typically a name that identifies the task.
8. ***Click*** **Online Payments** button (the gray house icon.).
9. ***Click*** **Next**.

Figure 2-9 TOPS Scheduler: New Job window Step 1



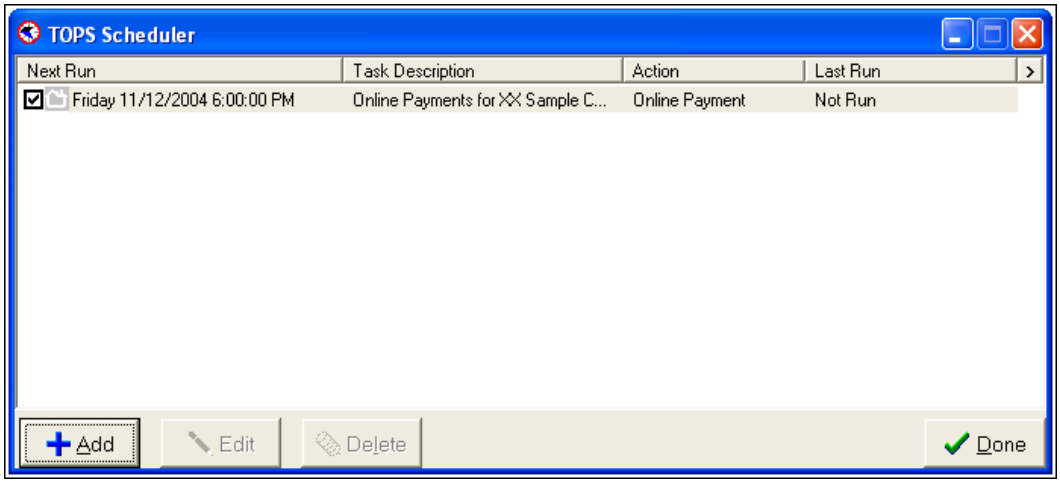
10. The **TOPS Scheduler Step 2** window appears.

Figure 2-10 TOPS Scheduler: New Job window Step 2



11. ***Click*** the checkbox(s) to set the scheduled time and days uploads will be done.
12. ***Click*** **Finish**.
13. The task will now appear in the **TOPS Scheduler** window.

Figure 2-11 TOPS Scheduler window



14. You may minimize the window or ***Click*** **Done** to close **Scheduler** window and sent it to the system tray.

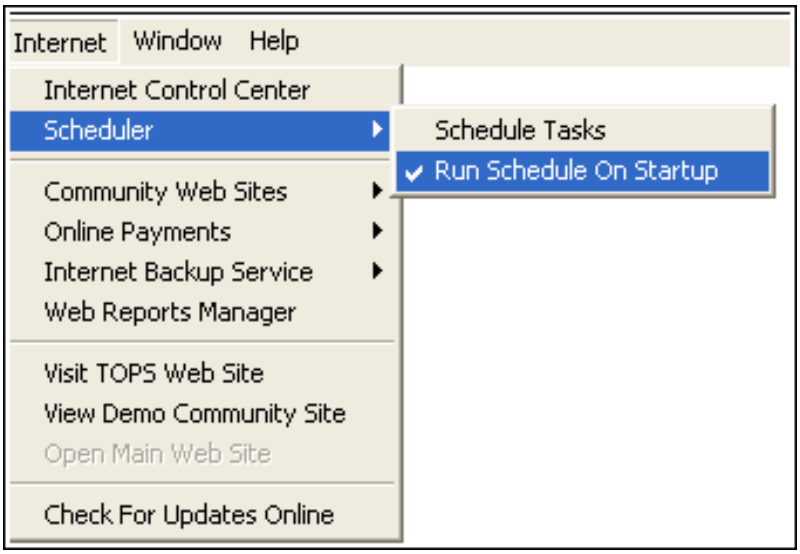
HOW TO SET RUN SCHEDULER ON STARTUP

To ensure **Scheduler** is part of your system *Startup* routine, or if your system goes down **Scheduler** will resume when your system reboots, you must set **Run Scheduler on Startup**.

From the *TOPS 2000*™ Main menu:

1. ***Click*** **Internet**.
2. ***Select*** the **Scheduler** option from the drop down menu.
3. If **Run Schedule on Startup** is checked, nothing more has to be done. However, if it is *NOT* checked, ***Click*** **Run Schedule on Startup** to activate.

Figure 2-12 Scheduler sub-menu options



The **Scheduler** program is added to your systems *Startup* folder, it will run anytime the system restarts or a new user logs in.

To verify: ***Click*** *Start Menu\ All Programs\ Startup*

WEB SITE - ONLINE PAYMENTS LINK PLACEMENT

Please e-mail *TOPS Software* at websupport@topshome.com to let us know when you have completed your first data upload. When you e-mail *TOPS web support*, also let us know where on your web site's left-menu frame you want the link to the **Online Payments** feature to appear. By default, we place it near the top right underneath the Home link and we name the link ***Pay Dues***. If you would like it called something else or placed somewhere else on the menu, please let us know in your e-mail.

Chapter 3

ONLINE PAYMENTS ADMINISTRATOR SETUP

To process or view payment information on the ***TOPS Online Payment*** system you must have an Administrator Login. As the Administrator, you have authorization to retrieve lockbox files, define settings for sending and receiving alerts, receipts, confirmations etc. via e-mail, researching owner and transaction information.

> *Keep in mind, if your online payments volume will be very high, receiving an alert each time a payment is made may be excessive; you have the option to disable this functionality.*

ADMINISTRATOR USERNAME AND PASSWORD

Once **Online Payments** Setup is completed and the links have been placed on your web site, *TOPS Software* will send you an e-mail that will contain an administrative login and password for your *overall company* as well as individual administrative logins and passwords for each community that will be using **Online Payments**.

The *Overall Company* login and password allows the Administrator to view <ALL> owners and transactions for all communities in the entire portfolio. The *Community Administrative* logins and passwords limit access to information for a specific community.

How you define your Administrator Username and Password will depend on whether your are a single community using the Online Payment service or you are a Management Company that has many communities using the Online Payments service.

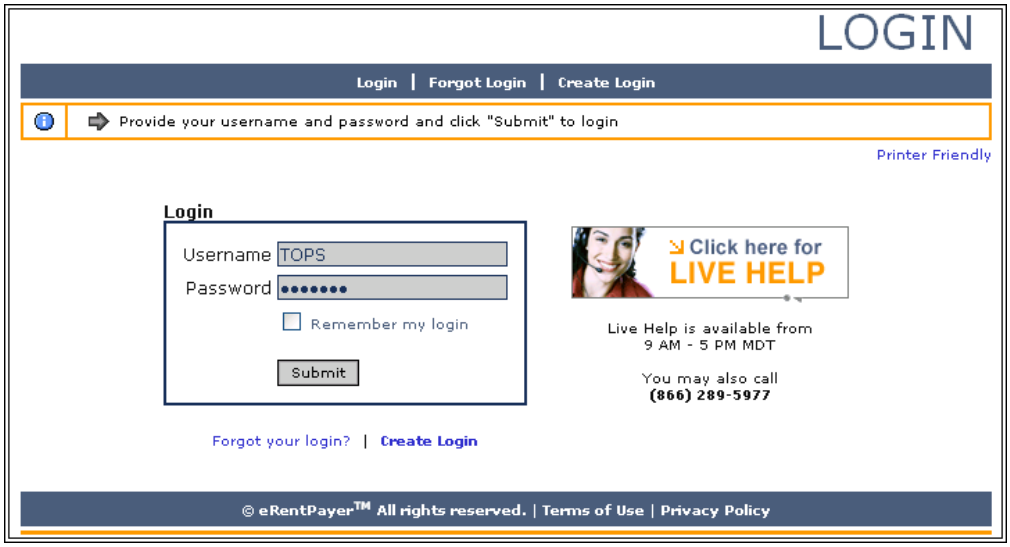
UPDATE THE ADMINISTRATOR USER PROFILE

When you first login as the Administrator, you will be required to complete the profile information. Once done, updating the Online Payment administrative account's system settings will only be necessary for security purposes, when a new administrator is assigned, or if your e-mail account changes.

From your web site:

1. ***Click* Pay Dues**
2. The **Login** window appears.

Figure 3-1 Online Payments Login window


LOGIN
Login | Forgot Login | Create Login
Provide your username and password and click "Submit" to login
Printer Friendly
Login
Username TOPS
Password
Remember my login
Submit
Click here for LIVE HELP
Live Help is available from 9 AM - 5 PM MDT
You may also call (866) 289-5977
Forgot your login? | Create Login
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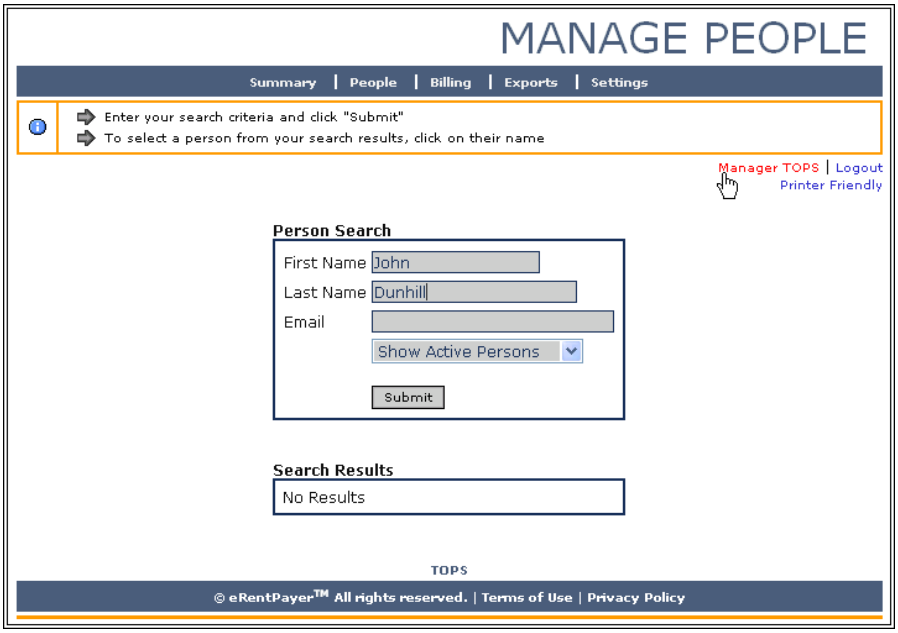
3. ***Enter*** the Administrator Login and Password provided by *TOPS* support.
4. ***Click*** **Submit**.
5. The **Manage People** window appears (this is the default window.)

Figure 3-2 Online Payments Manage People window

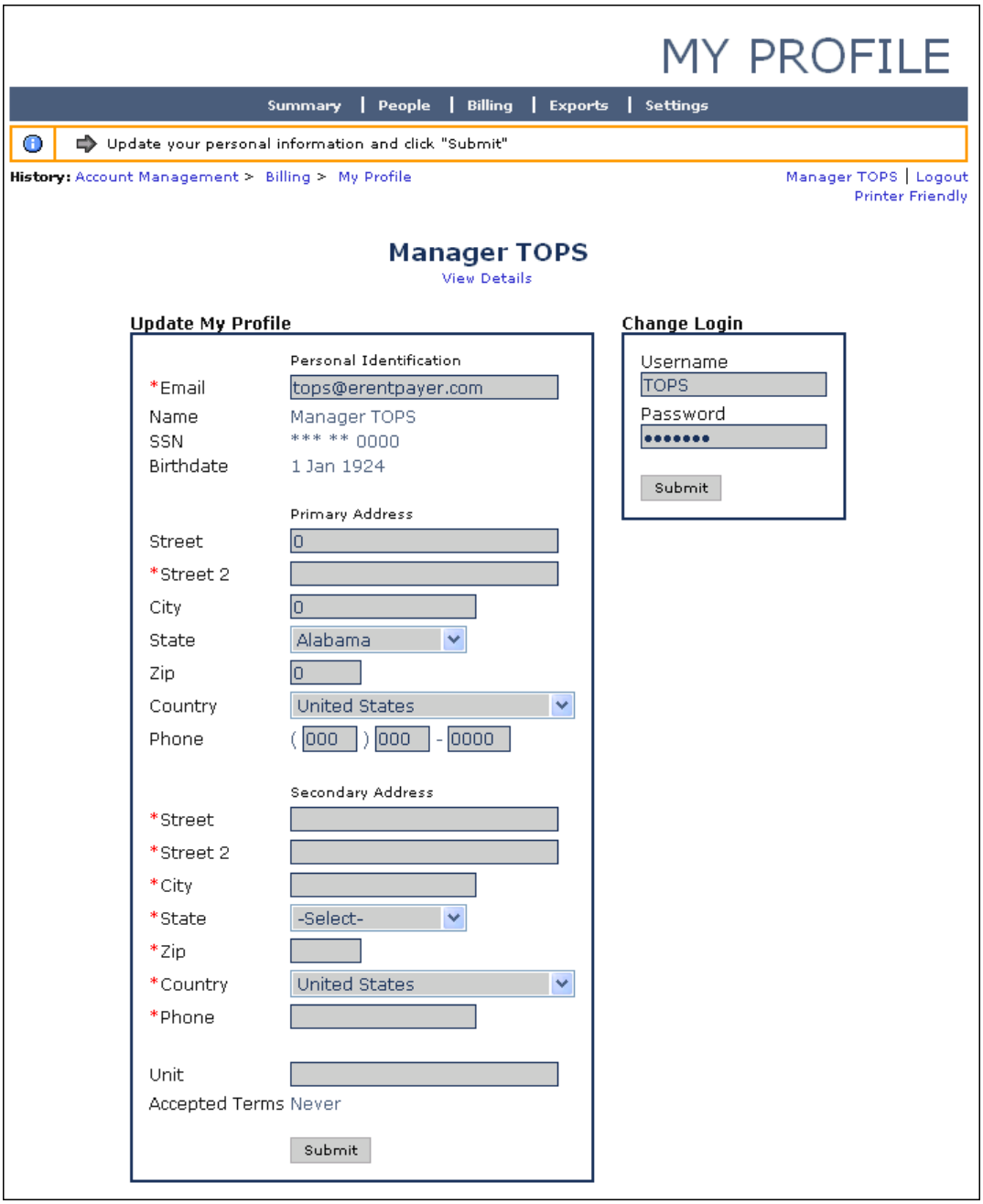

MANAGE PEOPLE
Summary | People | Billing | Exports | Settings
Enter your search criteria and click "Submit"
To select a person from your search results, click on their name
Manager TOPS | Logout
Printer Friendly
Person Search
First Name John
Last Name Dunhill
Email
Show Active Persons
Submit
Search Results
No Results
TOPS
© eRentPayer™ All rights reserved. | Terms of Use | Privacy Policy

6. ***Click*** the **Manager** hyperlink located to the left of the **Logout** hyperlink.

   The Manager hyperlink will include the of Community Management Company name.

7. The **My Profile** window appears.

Figure 3-3 Online Payments My Profile window



8. Review **Profile** details, make any necessary correction or add data as needed.

   The e-mail address listed in the Profile is the default e-mail address for all notifications.

9. ***Click* Submit**.

It is recommended that at this time, for security purposes, you change the **Administrator Login** *Username* and *Password* from the one TOPS created for you to one that you define.

10. ***Enter*** a new *Username* and *Password.*
11. ***Click*** **Submit**.

ADMINISTRATOR MENU OPTIONS

There are five main administrator options: **Summary**, **People**, **Billing**, **Settings** and **Exports**. With the exception of Settings and Exports, these options are primarily used to *search* for homeowner, transaction, or payment history information.

Settings

Settings allows you to standardize the e-mail addresses that appear in the **From** field of all e-mails and set preferences for sending and receiving alerts, owners receipts, confirmations, etc.

From your web site:

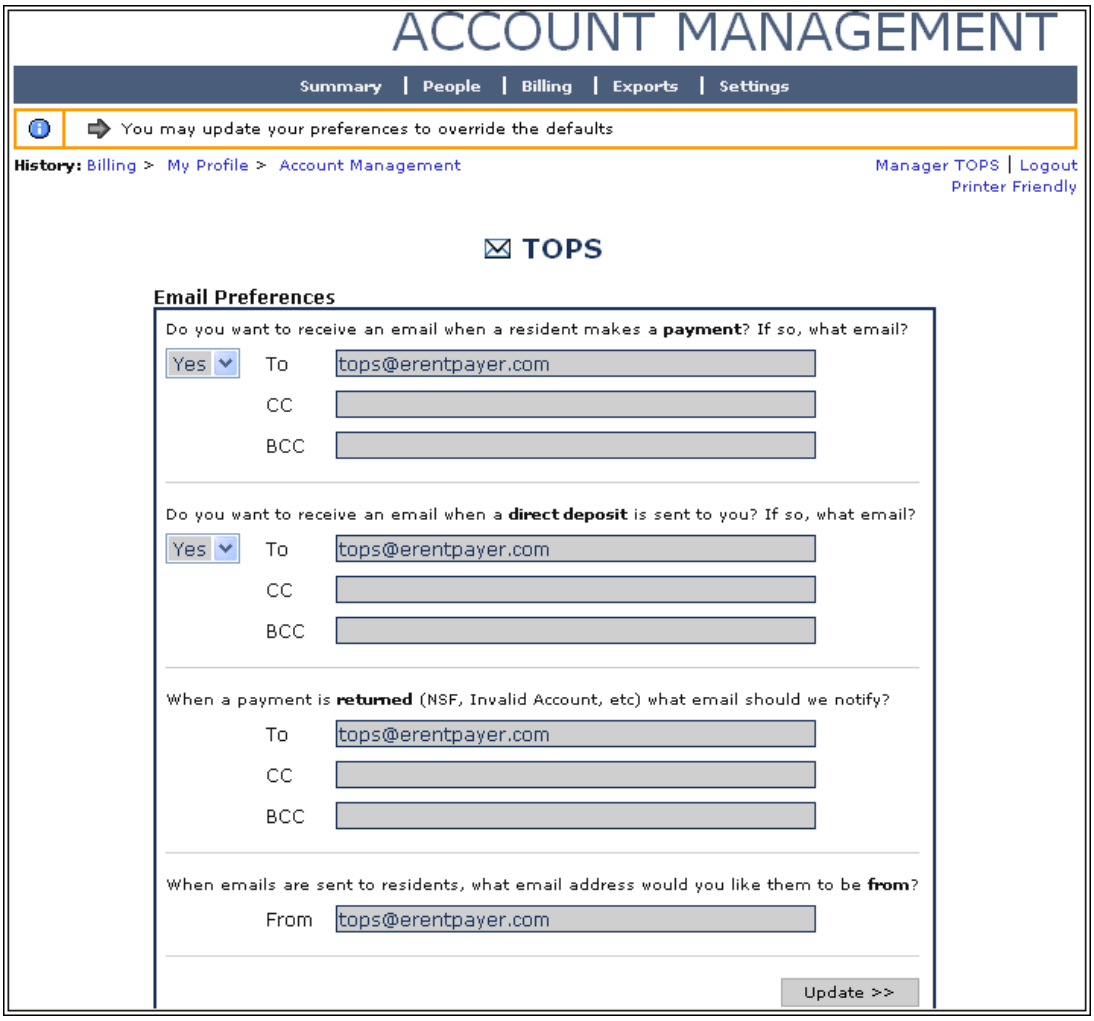
1. ***Click*** **Pay Dues**.
2. Login with your **Online Payments** Administrator *Username* and *Password*.
3. The **Manage People** window appears.
4. ***Click*** **Settings** on the toolbar.

Figure 3-4 Online Payments toolbar

MY PROFILE
Summary | People | Billing | Exports | Settings
Update your personal information and click "Submit"
History: Billing > Account Management > My Profile
Manager TOPS | Logout
Printer Friendly

5. The **Account Management** window appears displaying *E-mail Preferences*.

Figure 3-5 Online Payments Administrator Account Management window

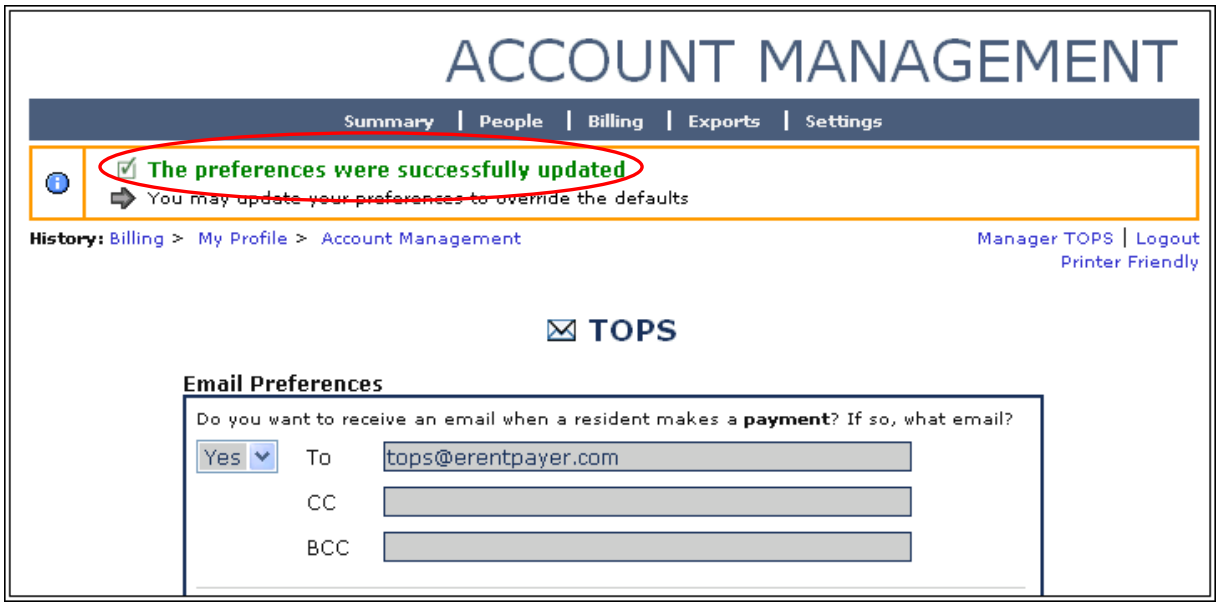

ACCOUNT MANAGEMENT
Summary | People | Billing | Exports | Settings
You may update your preferences to override the defaults
History: Billing > My Profile > Account Management
Manager TOPS | Logout
Printer Friendly
TOPS
Email Preferences
Do you want to receive an email when a resident makes a payment? If so, what email?
Yes
To
tops@erentpayer.com
CC
BCC
Do you want to receive an email when a direct deposit is sent to you? If so, what email?
Yes
To
tops@erentpayer.com
CC
BCC
When a payment is returned (NSF, Invalid Account, etc) what email should we notify?
To
tops@erentpayer.com
CC
BCC
When emails are sent to residents, what email address would you like them to be from?
From
tops@erentpayer.com
Update >>

6. If you want to receive an alert each time a payment is made, ***Select* Yes** then enter the e-mail address.

   *If your online payments volume is very high, receiving an alert each time a payment is made may be excessive; select **NO** to disable this function.*

7. If you want to receive an alert when an Export is ready to download, ***Select* Yes** then enter the e-mail address.
8. If you want to receive an email when an **application for housing** is submitted? What email address should be used?
9. When a payment is **returned** (NSF, Invalid Account, etc), enter the email address **Online Payments** should notify.
10. When emails are sent to residents, enter the email address would you like them to be **from**.
11. ***Click* Update**.
12. You will receive the following message: The preferences were successfully updated.

Figure 3-6 Online Payments Update Confirmation


ACCOUNT MANAGEMENT
Summary | People | Billing | Exports | Settings
The preferences were successfully updated
You may update your preferences to override the defaults
History: Billing > My Profile > Account Management
Manager TOPS | Logout
Printer Friendly
TOPS
Email Preferences
Do you want to receive an email when a resident makes a payment? If so, what email?
Yes
To
tops@erentpayer.com
CC
BCC

Exports

The export of lockbox data is slightly different for communities than management companies. **Companies** or **Exports** both allow you to view, export, and download the transactions into a lockbox file.

Companies is the term used for the Export option for the Management Company web sites, it is a hierarchal version of Exports. When exporting lockbox files using Companies you are asked to select a single company to search for exports or search for all companies lockbox files.

Exports is the term used on the community web site, it takes you directly to the exports list.

The **Exports** option is discussed in detail as part of the download of lockbox files to *TOPS 2000* (see Chapter 4, *Lockbox Download to TOPS 2000*.)

Using Admin Search Features

Summary, **People,** and **Billing** are used to search for and viewing Online Payment information. An example of each search option is provided at the end of this section.

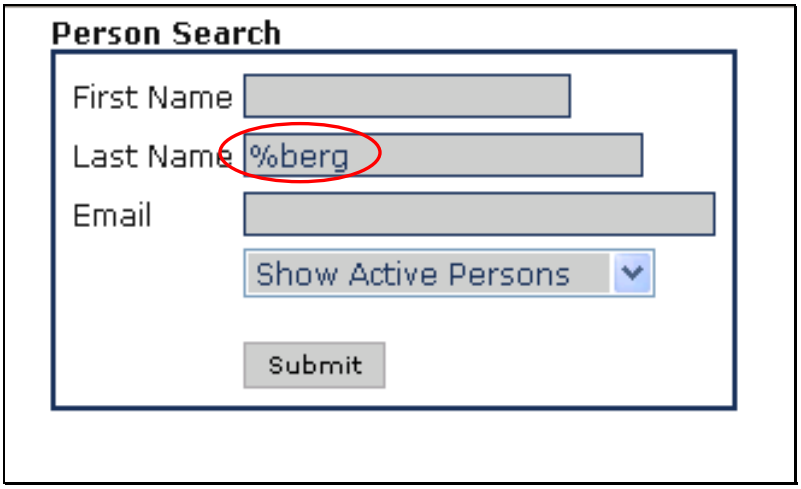
> *Communities are called Companies on the Management Company web site. The company administrator will often have an additional filter that allows searches by a particular community or by all communities.*

The **Online Payments** system supports Wildcard searches; the recognized wildcard symbol is the (**%)** percent sign. You are able to search for items that contain a letter or group of letters. See the following TOPS Tips.

TOPS Tip

An example of using the wildcard % search: You remember that the *Last Name* of the person you are searching for ends with "**berg**." You would enter **%berg** in the *Last Name* field, then ***Click*** **Submit** (refer to Figure 3-8 for search results.)

Figure 3-7 Person Search window Wildcard Search example



The search results will display a list of all persons containing "berg" in their Last Name.

Figure 3-8 ildcard Search Results

Search Results [Export to Excel]

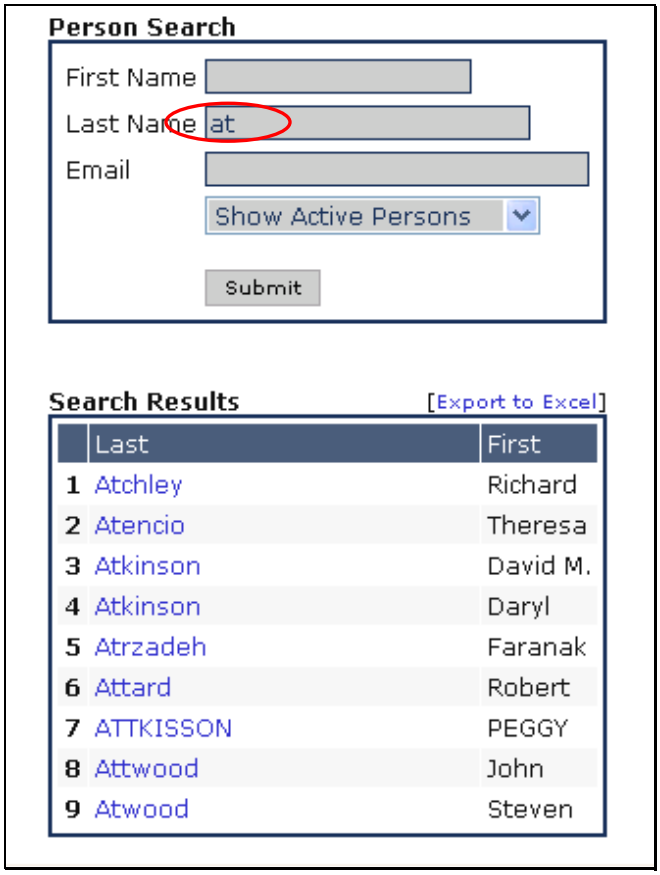
	Last	First
1	Berg	Jerome B.
2	BERGEL	ROBERT
3	BERGEN	CATHERINE
4	BERGER	HOWARD
5	Berger	Leon
6	Blacksberg	Barbara
7	Blomberg	Peter J.
8	Buchberger	Keith
9	Dahlberg	Lori
10	Falberg	Edward
11	FEINBERG	AUDREY
12	Feldberg	Chester
13	Frankenberg	Nathan
14	Freiberger	Les
15	Goldberg	Mel
16	Goldberg	Mel
17	Goldberg	Mel
18	Goldberg	Irving
19	Goldberg	Melvin
20	Goldberg	Lynn

TOPS Tip

When searching by First or Last Names, you can narrow down the results of your search by typing in more characters of a name before ***Clicking*** **Submit**.

For example: there are 261 Last Names that begin with “A” in this database, but only 9 Last Names that begin with “At”.

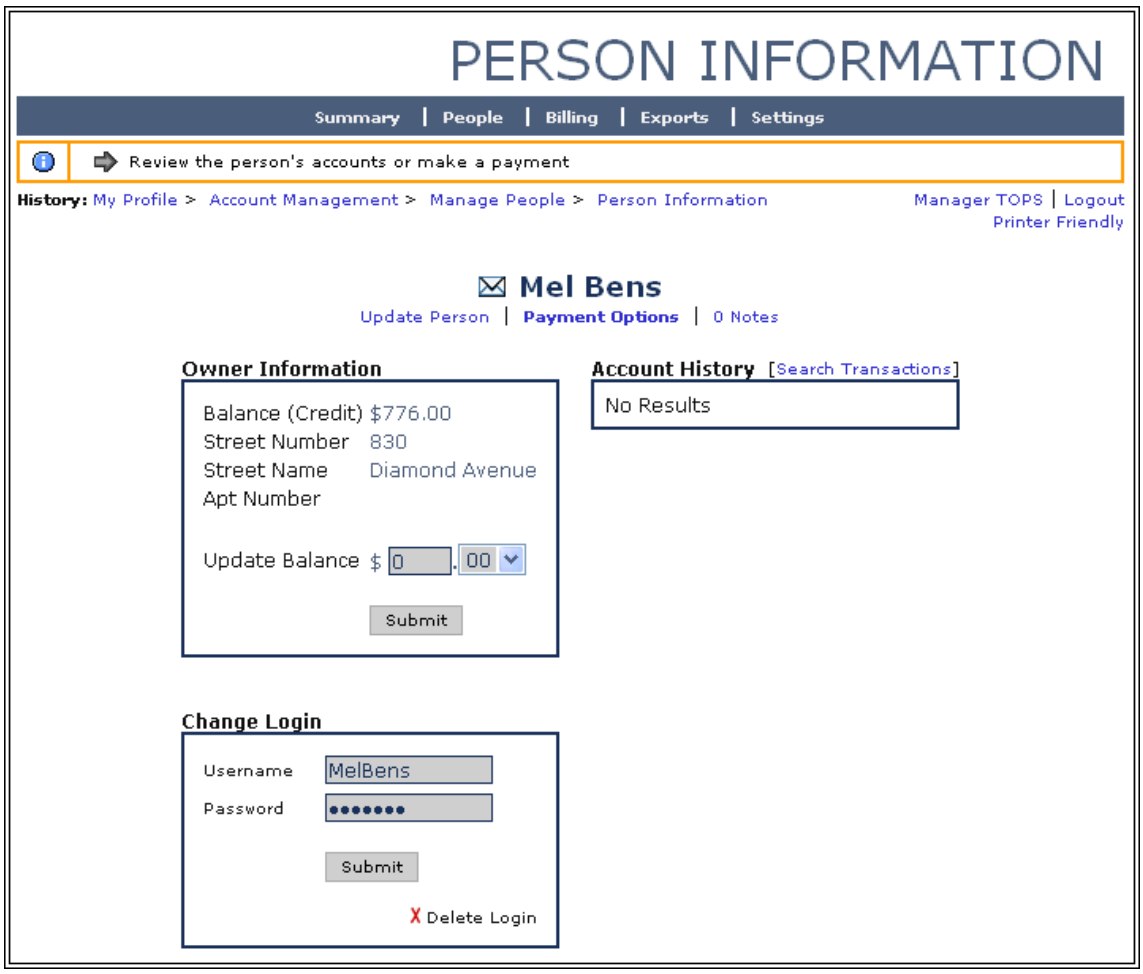
Figure 3-9 Person Search example and results



People

People allows you to lookup detailed information on owners and their transaction history. You may also reset an owners password in the event they forgot what they set up.

Figure 3-10 Person Information Detail window

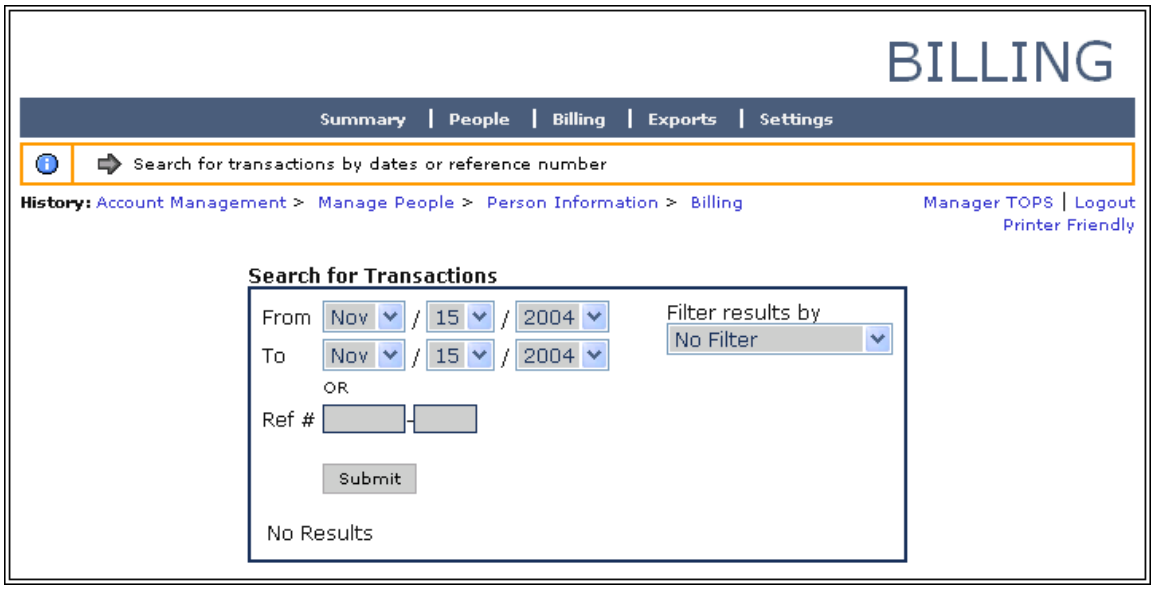


Billing

Billing allows you to view detailed information for the transactions that have been made. Billing searches may be filtered by the following options:

- No Filters
- All Transfers
- Credit Card
- Direct Deposit
- Electronic Check (e-Check)
- ERentPayer™ Credit
- ERentPayer™ Fee
- Payment (ACH)
- Reversal

Figure 3-11 Billing: Search for Transactions window


BILLING
Summary | People | Billing | Exports | Settings
Search for transactions by dates or reference number
History: Account Management > Manage People > Person Information > Billing
Manager TOPS | Logout
Printer Friendly
Search for Transactions
From Nov / 15 / 2004
To Nov / 15 / 2004
OR
Ref #
Filter results by
No Filter
Submit
No Results

Summary

Summary displays online statement history. When logged in as the Administrator the Statement should not list results, because online payments would not be made using the administrator account. This Summary search is not used by the Administrator.

Figure 3-13 is an example of an owner **Account Summary** window.

Figure 3-12 Account Summary Window: When Logged In As Administrator

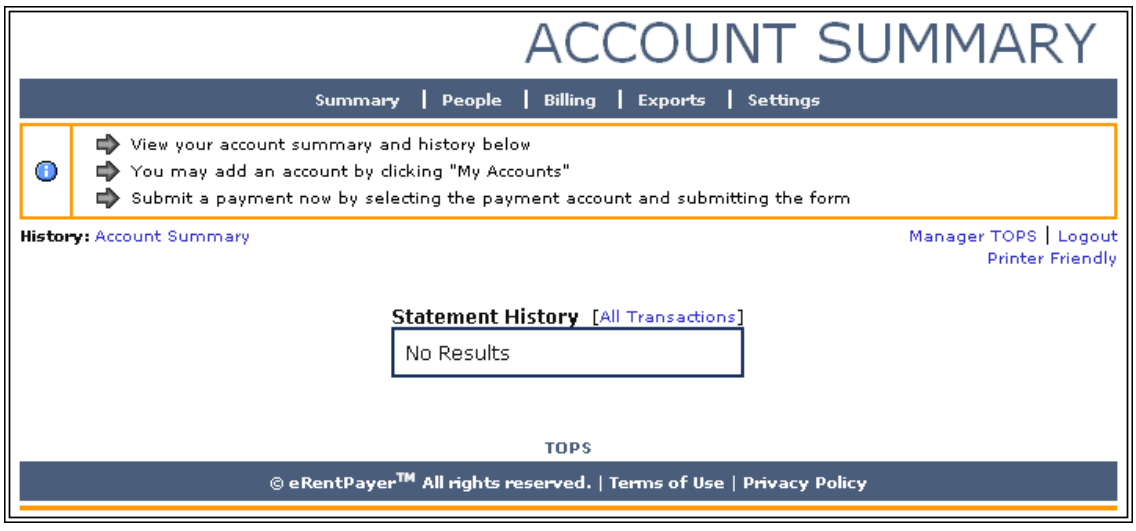
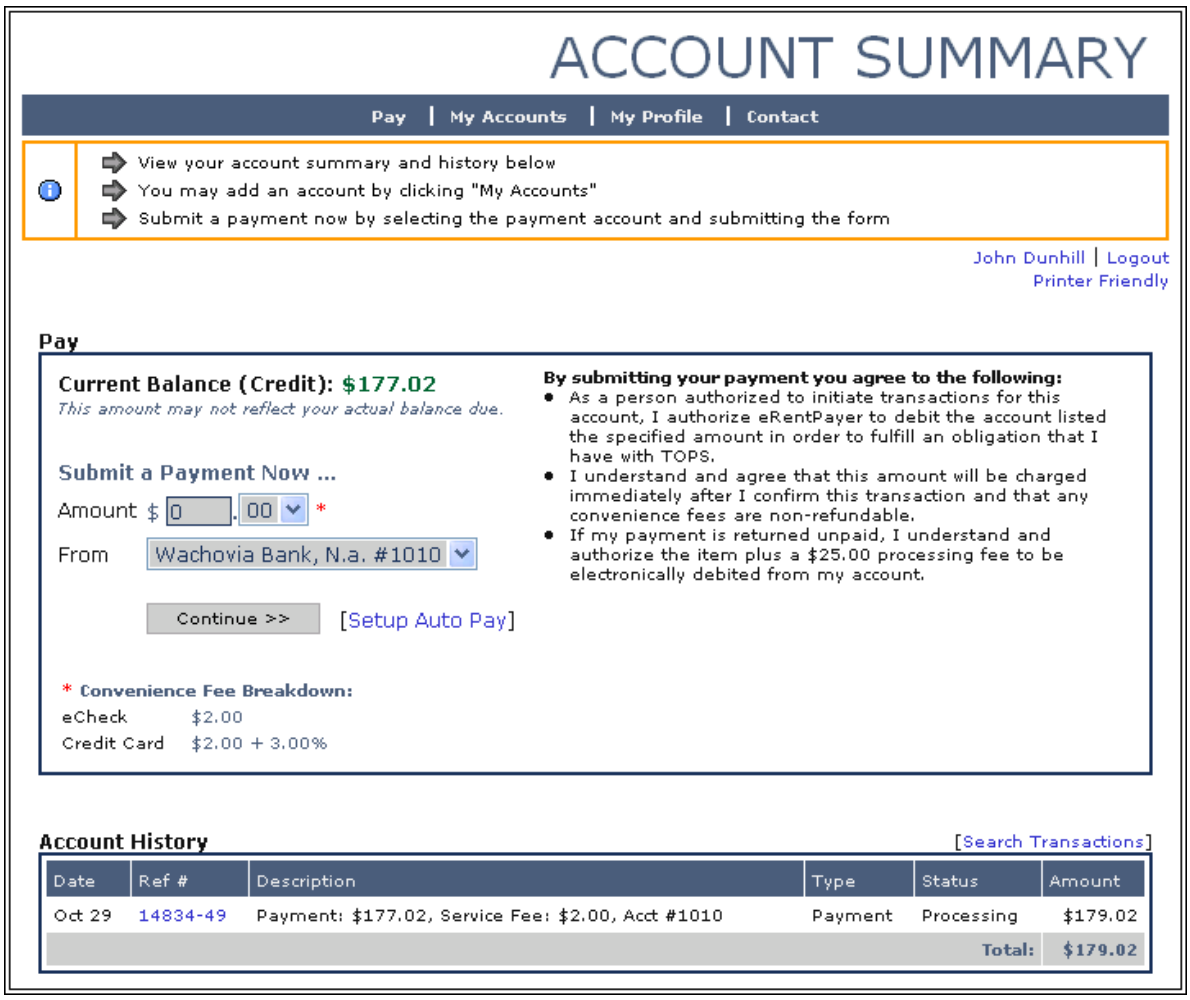

ACCOUNT SUMMARY
Summary | People | Billing | Exports | Settings
View your account summary and history below
You may add an account by clicking "My Accounts"
Submit a payment now by selecting the payment account and submitting the form
History: Account Summary
Manager TOPS | Logout
Printer Friendly
Statement History [All Transactions]
No Results
TOPS
© eRentPayer™ All rights reserved. | Terms of Use | Privacy Policy

Figure 3-13 Account Summary Window: When Logged In As An Owner


ACCOUNT SUMMARY
Pay | My Accounts | My Profile | Contact
View your account summary and history below
You may add an account by clicking "My Accounts"
Submit a payment now by selecting the payment account and submitting the form
John Dunhill | Logout
Printer Friendly
Pay
Current Balance (Credit): $177.02
This amount may not reflect your actual balance due.
Submit a Payment Now ...
Amount $ 0 . 00 *
From Wachovia Bank, N.a. #1010
Continue >> [Setup Auto Pay]
By submitting your payment you agree to the following:
As a person authorized to initiate transactions for this account, I authorize eRentPayer to debit the account listed the specified amount in order to fulfill an obligation that I have with TOPS.
I understand and agree that this amount will be charged immediately after I confirm this transaction and that any convenience fees are non-refundable.
If my payment is returned unpaid, I understand and authorize the item plus a $25.00 processing fee to be electronically debited from my account.
* Convenience Fee Breakdown:
eCheck $2.00
Credit Card $2.00 + 3.00%
Account History
[Search Transactions]
Date Ref # Description Type Status Amount
Oct 29 14834-49 Payment: $177.02, Service Fee: $2.00, Acct #1010 Payment Processing $179.02
Total: $179.02

Chapter 4

LOCKBOX DOWNLOAD TO *TOPS 2000™*

The homeowner and Online Payments Administrator will receive an email notification that a payment was made, the e-mail does not contain payment data. Four business days after payments are made you will receive an e-mail containing the "statement of deposit" for payments that will be deposited to your account the following business day. Credit Card payments are typically processed within 24 hours.

eRentPayer™ sends an e-mail notification the next morning advising the Online Payments Administrator that there are new transactions to be exported. The export notification contains the link to the *eRentPayer*™ web site login to retrieve the transaction download. By default all payments for the prior day come in one file.

Once the file is downloaded to your system you can proceed with uploading the data to TOPS 2000™ and updating the resident balances.

EXPORT ONLINE PAYMENT TRANSACTION FILES

To retrieve your Online Payment Transaction file from the *eRentPayer*™ download web site:

While still in the email notification

1. ***Click*** the *e-Rent Payer*™ hyperlink contained in the e-mail.
2. Enter the Administrator Login and Password.
3. If you are a **Community** proceed to **Step 3** below. If you are a **Management Company** proceed to **Step 4** below.

or

From your community or the management company web site:

1. ***Click Pay Dues***.
2. Enter the Administrator Login and Password
3. If you are a community, select the **Export** option and proceed to **Step 5**.

or

4. If you are a management company, select the **Companies** option.
5. ***Select*** a particular community or ***Select*** <All Companies> to export all transaction for all communities.
6. The **Search for Files** dialog box appears.
7. ***Click*** "**Export N Transactions now**."

8. The browser dialog box appears, asking you if you want to Open, Save or Cancel the file.
9. ***Click* Save**.
10. Identify a location on your system, or the server drive for the lockbox file and save it to that location.

    *The path to this location must **NOT** have any spaces in it. For example, store it in T:\TOPS2000\Lockbox, but not in C:\Documents and Settings\Owner\Desktop because that path has spaces in it. Do **NOT** save it to your desktop.*

***TOPS2000* Tip**

Creating a separate Online Payments lockbox folder to save to is helpful. Remember do not use long file names, use the DOS 8 character naming conventions e.g. OPLOCKBX

Go to *TOPS 2000™* to proceed with importing the transaction information to the homeowners ledger history.

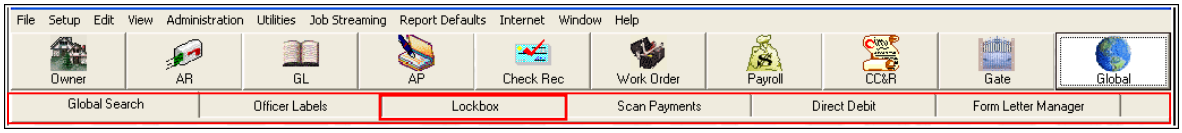
DOWNLOAD ONLINE PAYMENT TRANSACTIONS TO TOPS 2000™

Open *TOPS 2000™* and select any community so that you may access the Main menu.

From the Main menu:

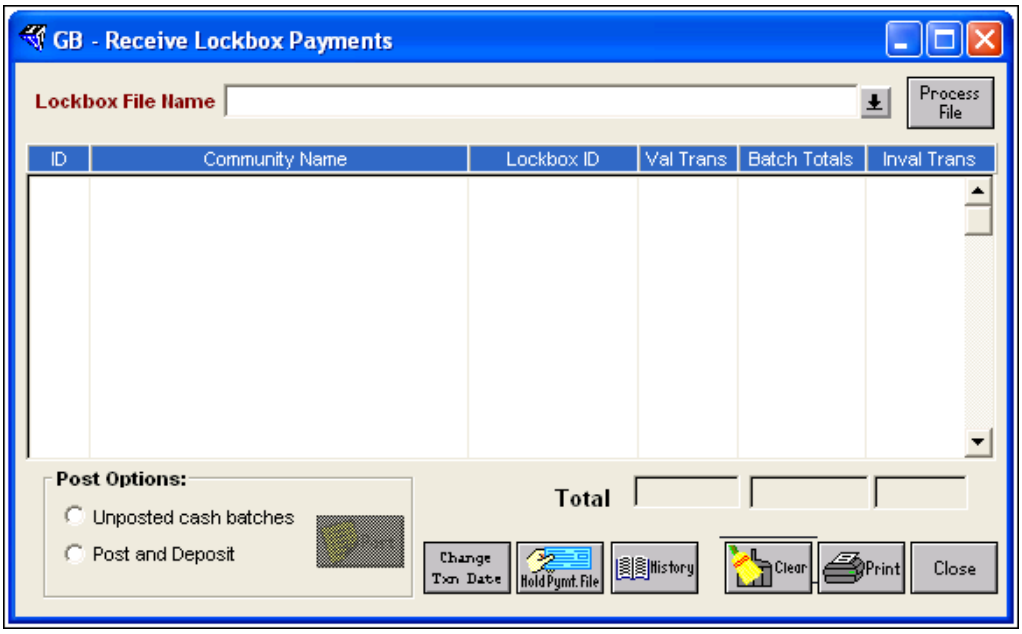
1. ***Click* Global**
2. The Global Sub-menu options appear.

Figure 4-1 Global Sub-menu options



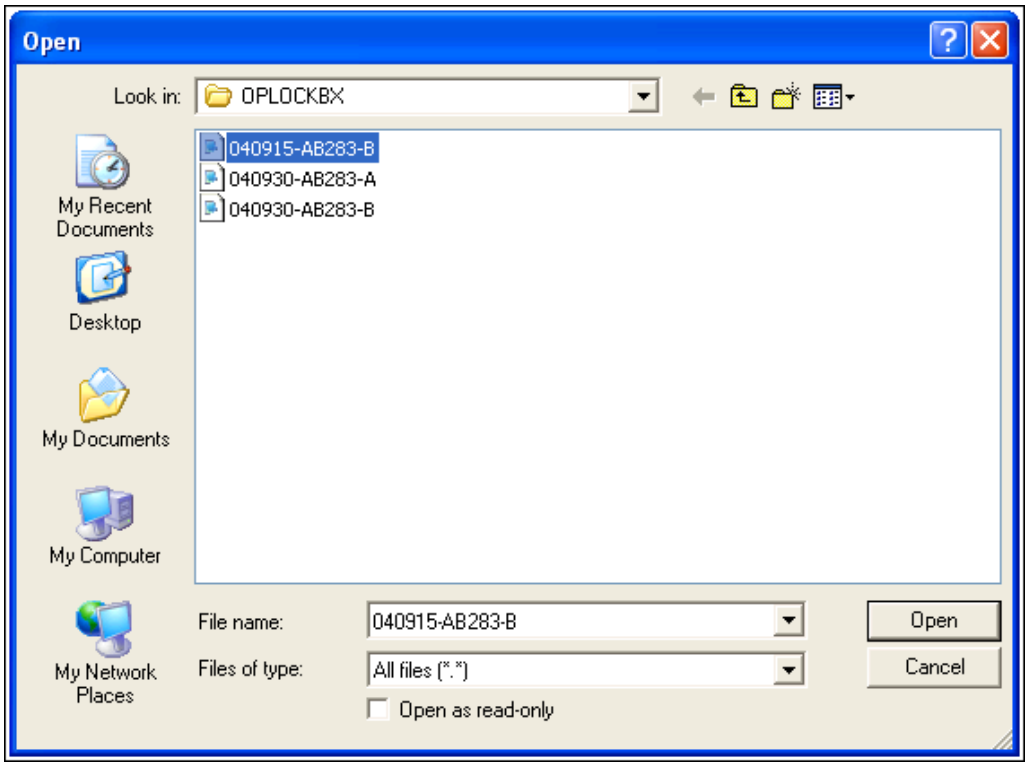
3. ***Click* the Lockbox** sub-menu option.
4. The **Receive Lockbox Payments** window appears.

Figure 4-2 Receive Lockbox Payments window

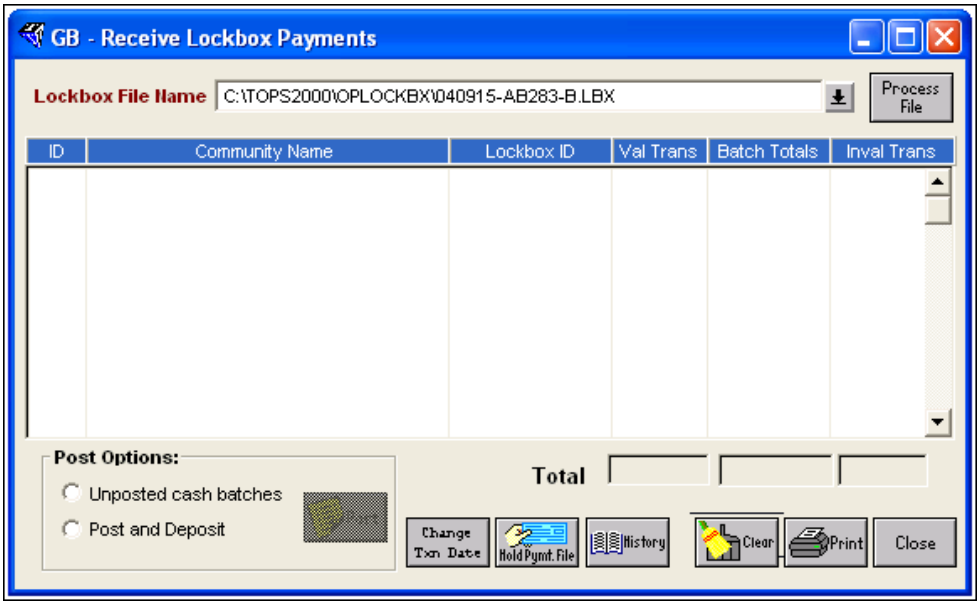


5. ***Click*** the **Lockbox File Name** down arrow.
6. The **Windows Explorer Open File** dialog box appears.

Figure 4-3 Windows Explorer Open File Dialog box



7. Locate the file you just saved, ***Click*** **Open**.
8. You are returned to the **Receive Lockbox Payment** window.
9. The Lockbox file name appears in the **Lockbox File Name** field

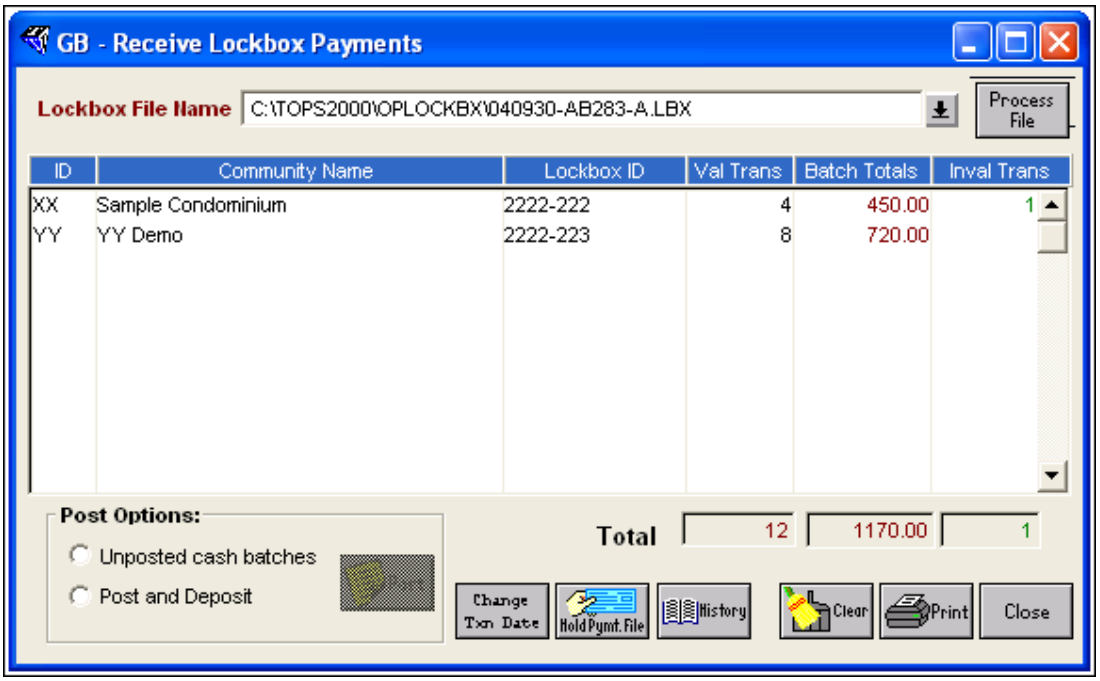


10. ***Click*** the **Process File** button to the right of the file name field.
11. You will be prompted for the type of lockbox file to process.

Figure 4-4 Select Lockbox ID dialog box

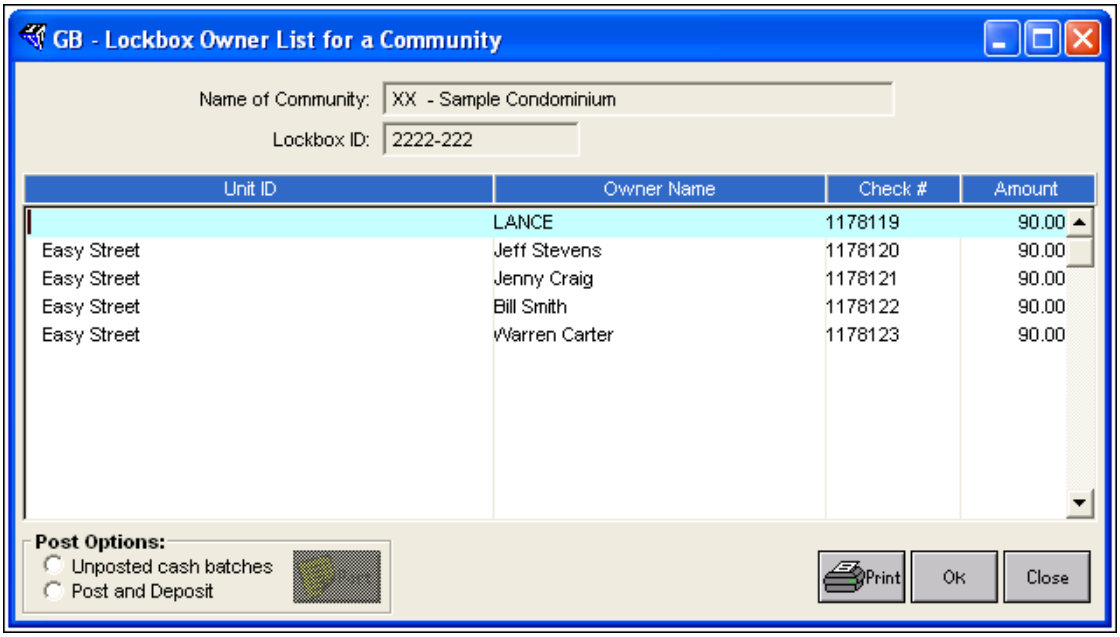
12. ***Select*** *eRentPayer*™ file format.
13. ***Click*** the **Proceed** button.
14. A list of all transaction batches contained in the lockbox file appears (see the following illustration.)

Figure 4-5 Receive Lockbox Payments window



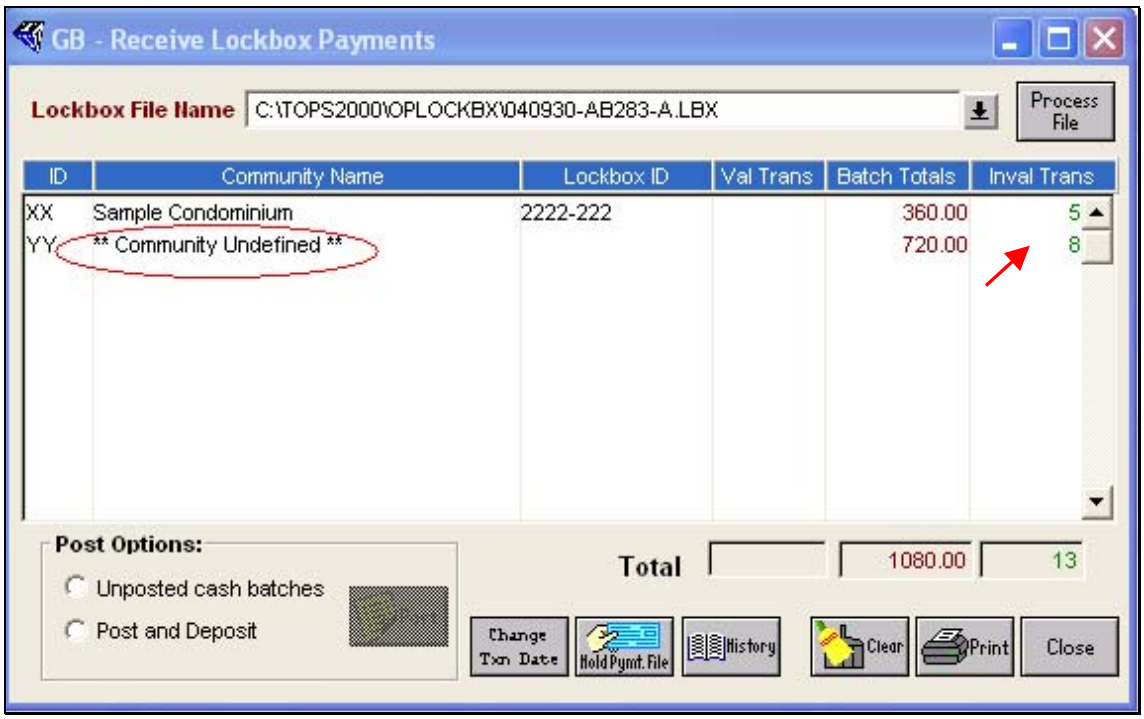
15. ***Click*** a *Community Name* to view the details for that batch.
16. The **Lockbox Owner List for a Community** window appears displaying the Owner Names, Amount, Check # and Unit ID.

Figure 4-6 Lockbox Owner List for a Community



17. ***Click*** the **Post and Deposit** radio button only if there are *NO* "Undefined Communities" or Invalid Transactions listed.

Figure 4-7 Receive Lockbox Payments window

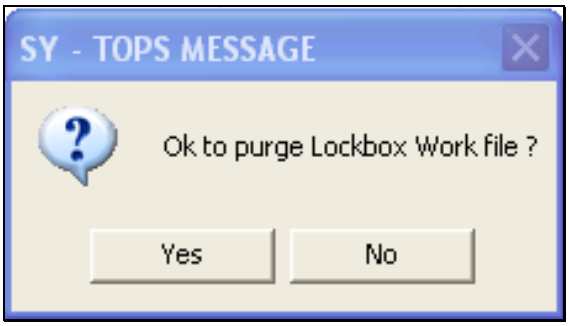


An Undefined Community indicates the AR Owner Data setup is not complete for that community. The setup must be completed before you can continue processing the lockbox file. Also, make sure that the community name is correct.

If the lockbox utility displays ** Community Undefined ** in the Community Name field:

18. ***Click*** **Clear** to undo your work and go to *TOPS 2000* Setup.
19. The following *TOPS System* dialog box appears.

Figure 4-8 Clear: Purge Confirmation dialog box



20. ***Click* Yes**, to purge the download and end the Lockbox file process.

Before you can proceed, you *MUST* Complete Owner Data Setup for the new community then return to Lockbox and Repeat steps 2 through 16.

***TOPS 2000* Tip**

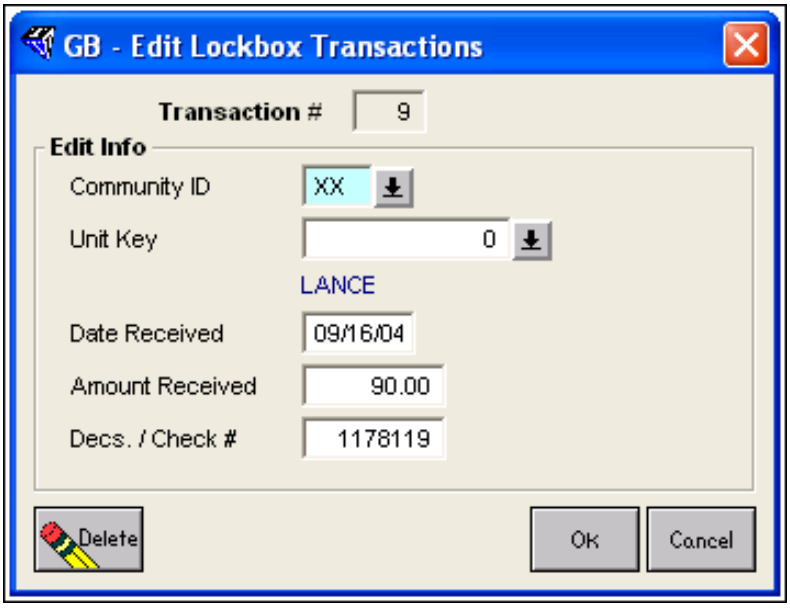
Should you misplace the lockbox file before you have a chance to process it, you may download it again. Login to the online payments web site and go back to the Exports/Companies feature. Then do a search for the lockbox file for the *time period* in which you exported it. When it displays the lockbox export, ***Click*** the file to download it again.

An Invalid Transaction contained in a batch indicates that data maybe missing therefore, the transaction cannot be applied to an owner account (refer to Figure 4-7.)

If the lockbox utility displays a numeric value in the Invalid Trans column:

21. ***Click*** the Community Name containing Invalid Transactions.
22. The **Lockbox Owner List for a Community** window appears displaying the Owner names, payment amounts, check # and Unit ID
23. Find the line items that are missing data in the columns (refer to Figure 4-6.)
24. ***Click*** the line item.
25. The **Edit Lockbox Transactions** window appears.

Figure 4-9 Edit Lockbox Transactions



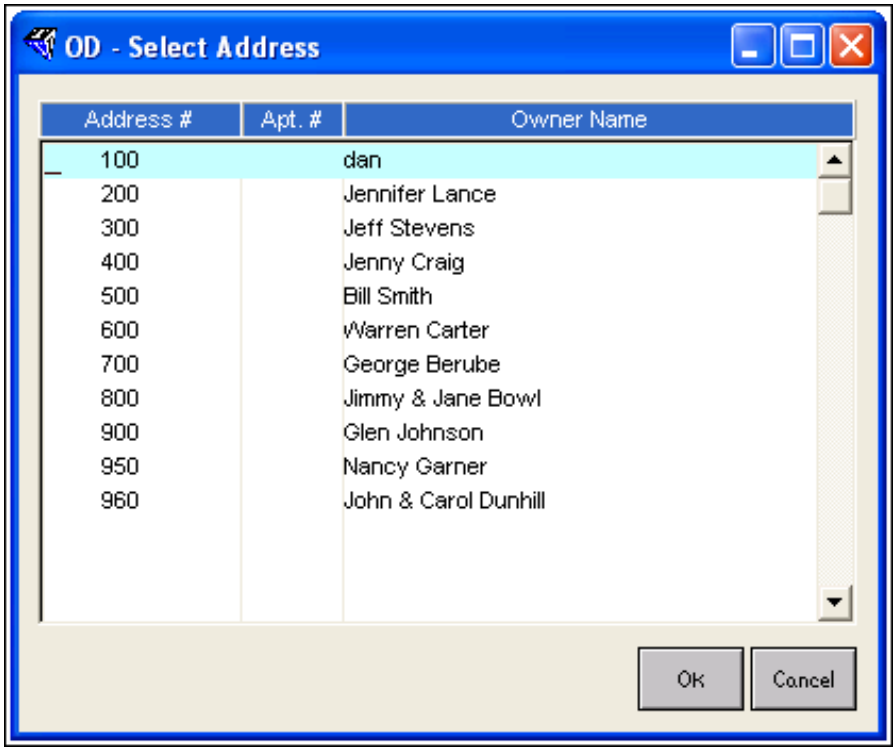
Note the Unit Key cannot be blank or zero. It must be a value greater than zero.

26. ***Click*** the **Unit Key** down arrow.
27. The **Lockbox Cash Receipts** window appears.
28. The *Select By* default is **Address**.
29. ***Click*** the **Addr #** drop down arrow.

Figure 4-10 Lockbox Cash Receipts window

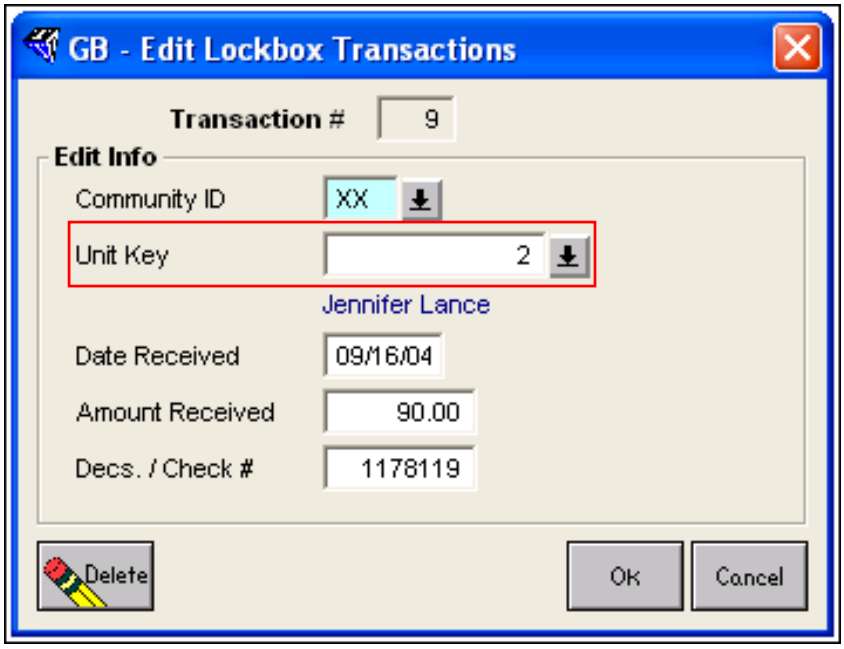
30. The **Select Address** window appears.
31. Locate the Owner Name associated with the Invalid Transaction.
32. ***Double-Click*** the name to select, or ***Click*** the name.
33. ***Click*** **OK**.

Figure 4-11 Select Address window



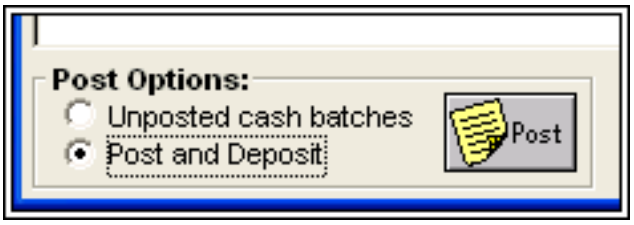
34. You are returned to the **Edit Lockbox Transaction** window and the *Unit Key* field now contains a value.

Figure 4-12 Edit Lockbox Transaction window



35. ***Click*** **OK**.
36. You are returned to the Lockbox Owner List window.
37. ***Click*** **OK**.
38. You are returned to the Receive Lockbox Payments, the Invalid Trans. Column is now blank.
39. ***Click*** the **Post and Deposit** radio button for the *Post Options*.

Figure 4-13 Post Options

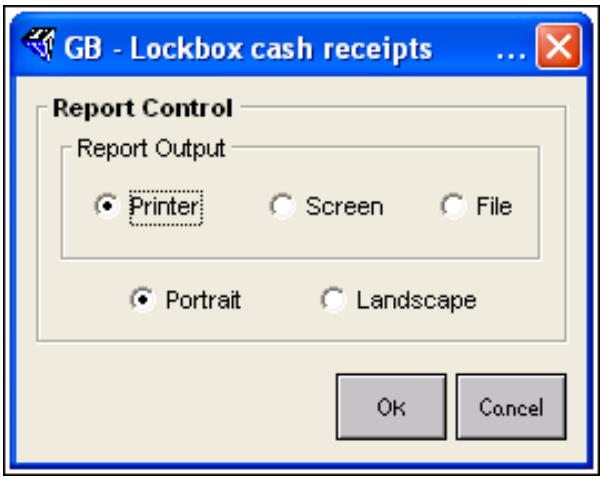


40. ***Click*** the **Post** button.
41. The ***Enter*** **Deposit Date** dialog box appears.
42. ***Enter*** the **Deposit Date**
43. ***Click*** the checkbox if you wish to print a Deposit Slip.

Figure 4-14 Enter Deposit Date window

44. ***Click* OK**.
45. The **Lockbox Cash Receipts** Report Output dialog box appears.
46. Select the output for your Deposit Slip.

Figure 4-15 Lockbox Cash Receipts - Report Output dialog box

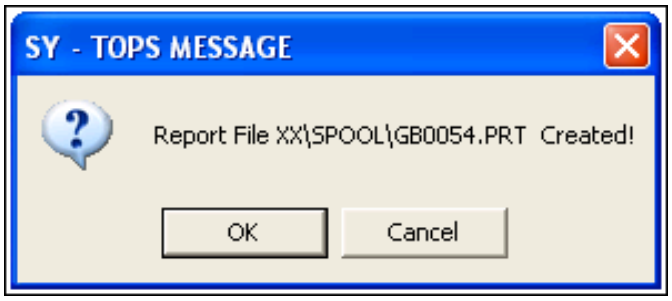


Examples of Deposit Slips are provided at the end of this section.

Deposit Slip Output:

Printer: If you elect to print the report to a printer, the printer dialog box will appear. ***Select*** the printer you wish to print the report.

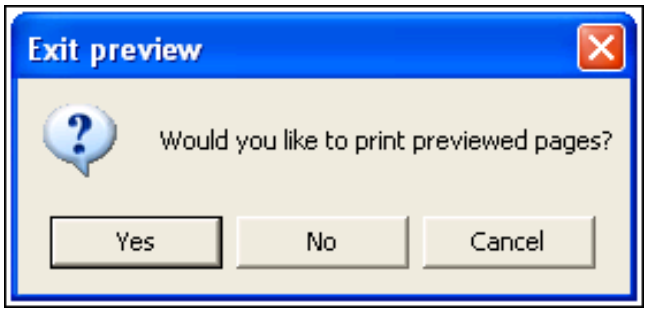
File: If you elect to print the report to a file the following dialog box will appear:



The system creates the report and stores it in the Community Folder in a sub-folder named SPOOL. Note the location and file name assigned to a report when it appears in the dialog box.

You may wish to rename the report. Using Windows Explorer open the SPOOL folder, locate the report, position your mouse over the desired file and ***Right-Click*** your mouse to display a drop down menu of actions you can take with this file. Rename is one of the options on the drop down menu. ***Click*** **Rename** and enter a new name.

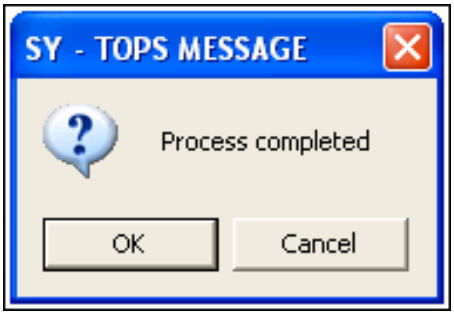
Screen: If you elect to print the report to the screen for preview, you will have the option of printing the report before exiting the preview.



You may also define the report Layout, Profile, or Landscape.

47. ***Click*** **OK**.
48. The System displays the following message when the post is completed.

Figure 4-16 Post Complete message



The *TOPS 2000*™ post function will update homeowner account history and make all G/L entries to the appropriate accounts.

HANDLING NON-SUFFICIENT FUNDS ITEMS

Should an *eCheck* be returned for NSF, managers and residents are notified by e-mail. The manager has the option to resubmit the *eCheck* or contact the homeowner to do so. Returned payments will automatically be reflected on the homeowners *TOPS 2000*™ ledger history along with any additional NSF fees. The Online Payment service will resubmit the NSF payment as many times as a manager likes until funds are available.

Examples of Payment and Import Notifications

The following three examples represent the e-mail notifications generated by Online Payments. The e-mail headers have been altered to protect customer information.

Figure 4-17 Export Notification

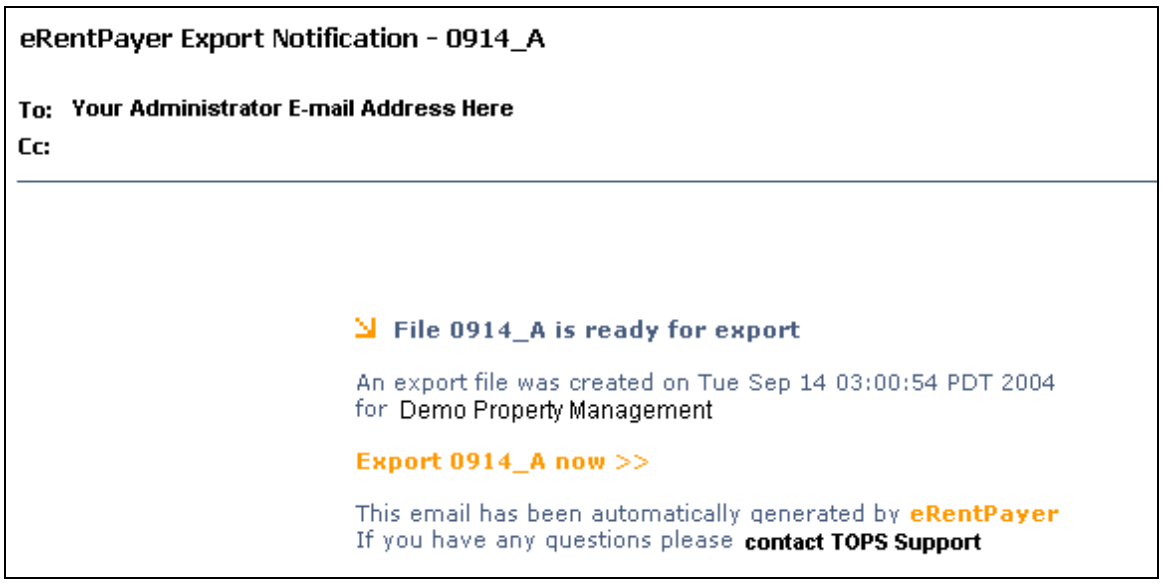

eRentPayer Export Notification - 0914_A
To: Your Administrator E-mail Address Here
Cc:
File 0914_A is ready for export
An export file was created on Tue Sep 14 03:00:54 PDT 2004
for Demo Property Management
Export 0914_A now >>
This email has been automatically generated by eRentPayer
If you have any questions please contact TOPS Support

Figure 4-18 Managers Payment Receipt

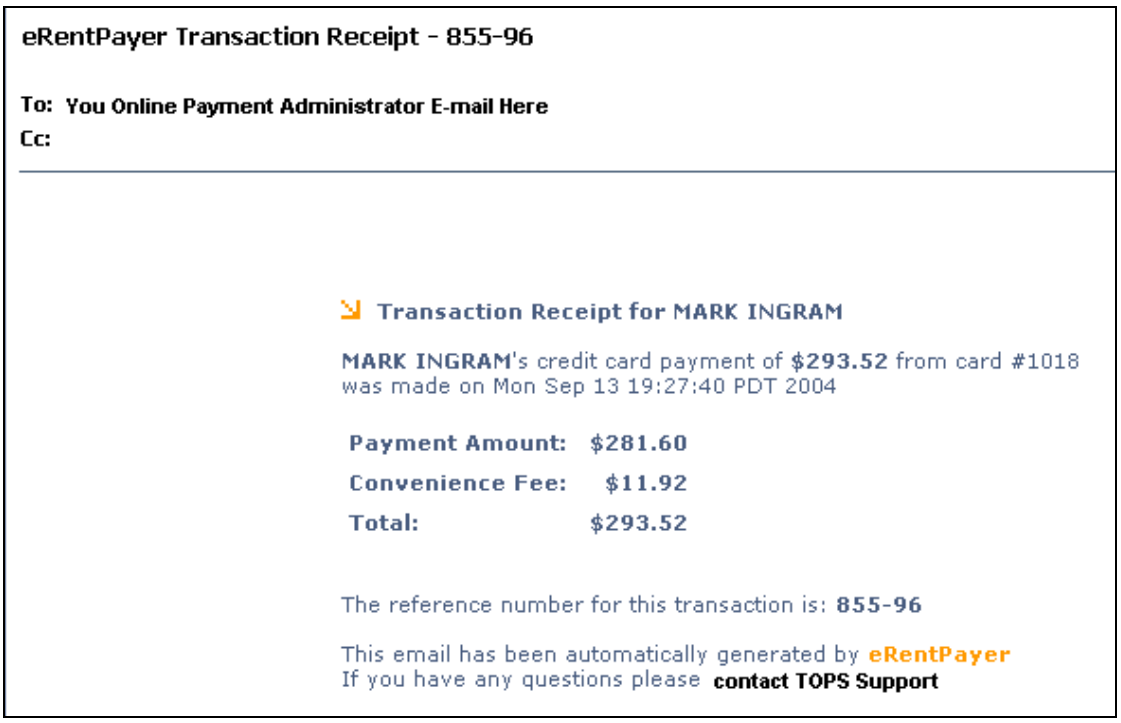
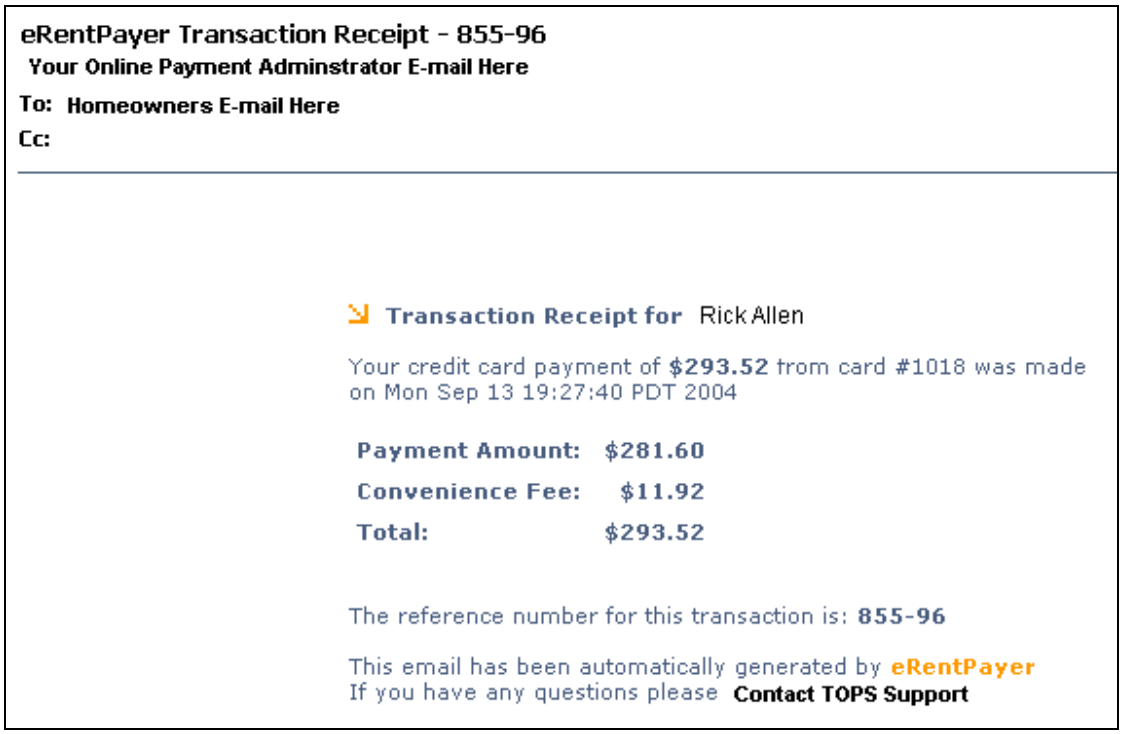

eRentPayer Transaction Receipt - 855-96
To: You Online Payment Administrator E-mail Here
Cc:
Transaction Receipt for MARK INGRAM
MARK INGRAM's credit card payment of $293.52 from card #1018
was made on Mon Sep 13 19:27:40 PDT 2004
Payment Amount: $281.60
Convenience Fee: $11.92
Total: $293.52
The reference number for this transaction is: 855-96
This email has been automatically generated by eRentPayer
If you have any questions please contact TOPS Support

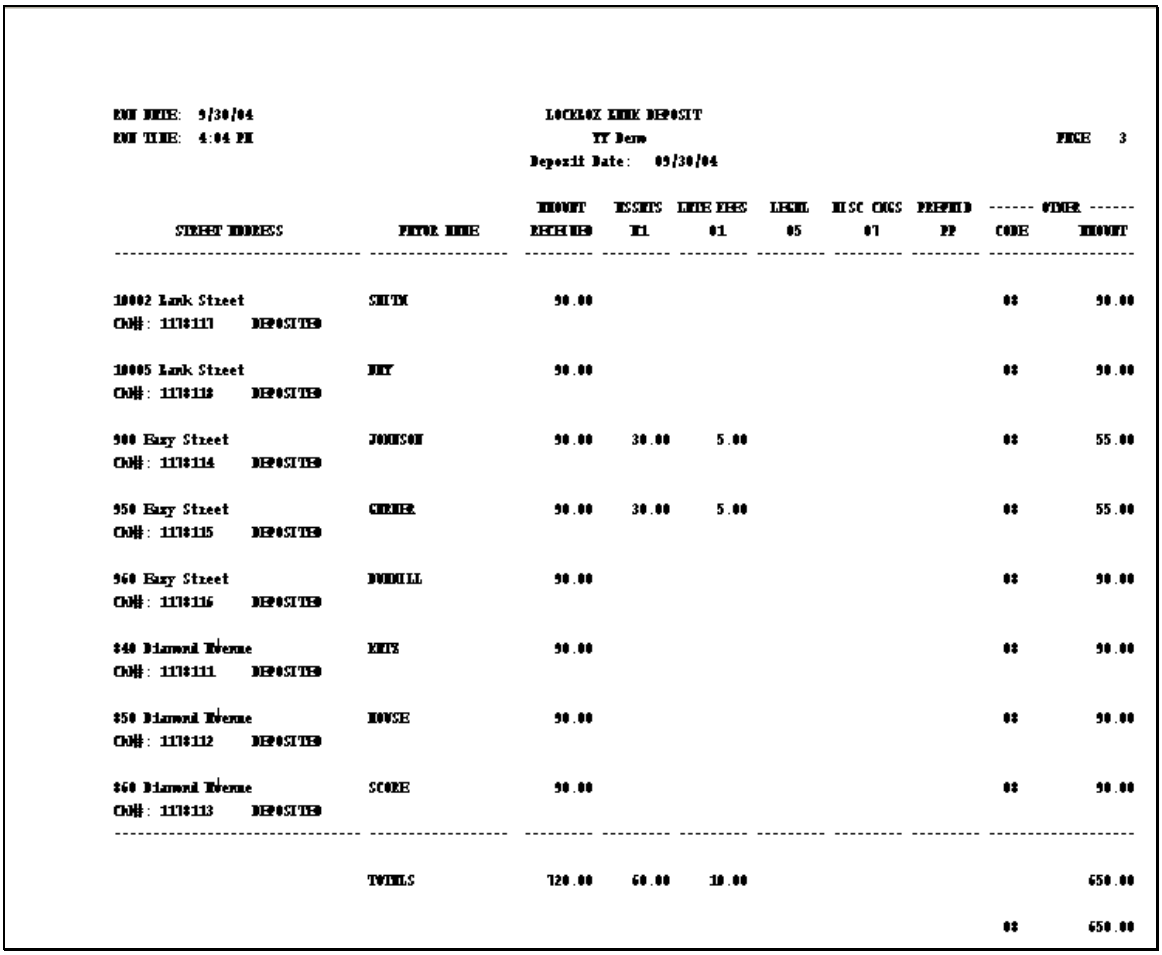
Figure 4-19 Residents Payment Receipt


eRentPayer Transaction Receipt - 855-96
Your Online Payment Adminstrator E-mail Here
To: Homeowners E-mail Here
Cc:
Transaction Receipt for Rick Allen
Your credit card payment of $293.52 from card #1018 was made on Mon Sep 13 19:27:40 PDT 2004
Payment Amount: $281.60
Convenience Fee: $11.92
Total: $293.52
The reference number for this transaction is: 855-96
This email has been automatically generated by eRentPayer
If you have any questions please Contact TOPS Support

Examples of A Deposit Slip and An Accounting Summary

Lockbox **Deposit Slips** are printed by Community therefore funds are never co-mingled.

Each payment is listed separately providing the owner name, address, the amount received and the distribution.



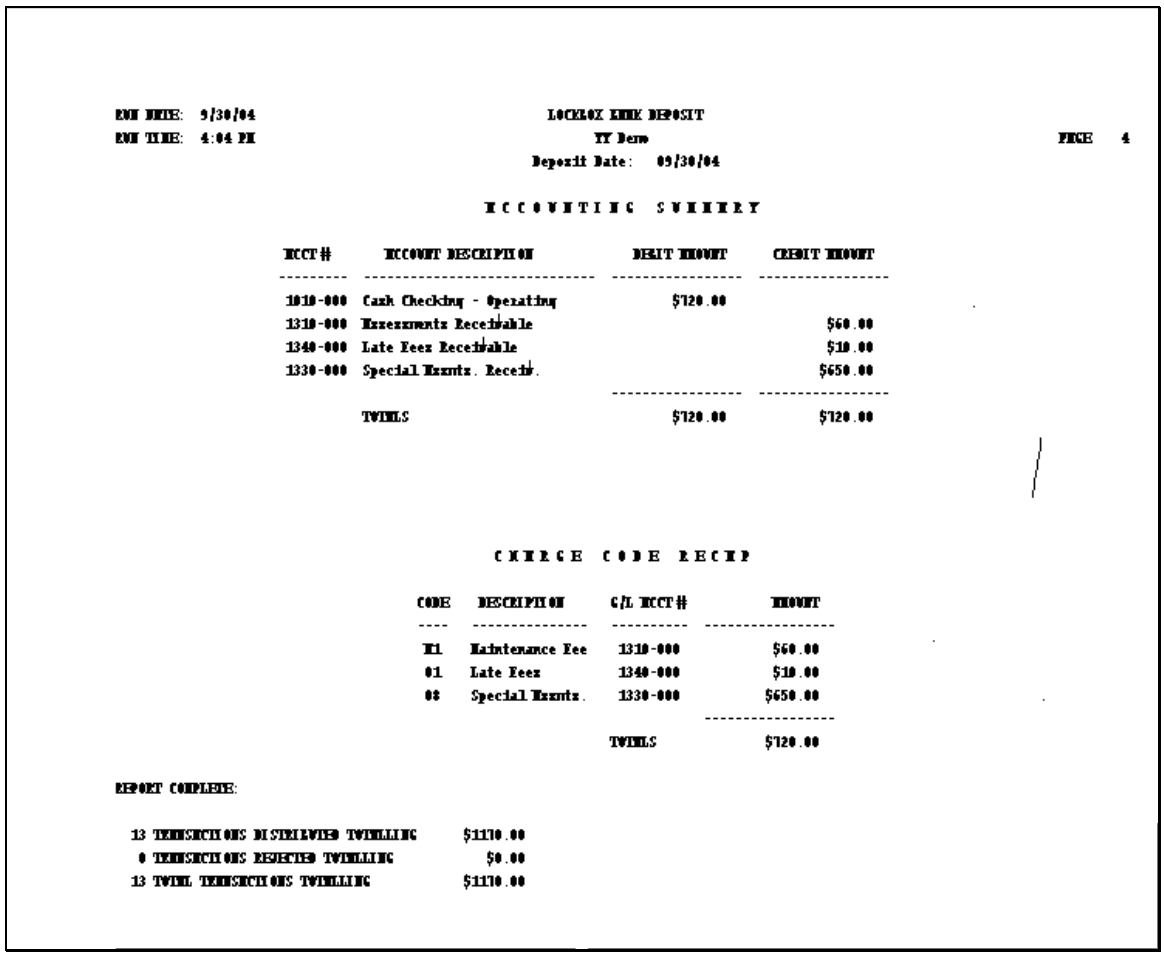
RUN DATE: 9/30/04
RUN TIME: 4:04 PM

LOCKBOX BANK DEPOSIT
YY Demo
Deposit Date: 09/30/04

PAGE 3

STREET ADDRESS	PAYOR NAME	AMOUNT RECEIVED	RESULTS 01	LATE FEES 01	LEGAL 05	MISC CHGS 07	PREPAID PP	OTHER CODE	OTHER AMOUNT
10002 Bank Street Ch#: 117#117 DEPOSITED	SMITH	90.00						0#	90.00
10005 Bank Street Ch#: 117#118 DEPOSITED	DAY	90.00						0#	90.00
900 Easy Street Ch#: 117#114 DEPOSITED	JOHNSON	90.00	30.00	5.00				0#	55.00
950 Easy Street Ch#: 117#115 DEPOSITED	CARTER	90.00	30.00	5.00				0#	55.00
960 Easy Street Ch#: 117#116 DEPOSITED	DUNHILL	90.00						0#	90.00
840 Diamond Avenue Ch#: 117#111 DEPOSITED	KEYS	90.00						0#	90.00
850 Diamond Avenue Ch#: 117#112 DEPOSITED	HOUSE	90.00						0#	90.00
860 Diamond Avenue Ch#: 117#113 DEPOSITED	SCORE	90.00						0#	90.00
	TOTALS	720.00	60.00	10.00					650.00
								0#	650.00

A Lockbox Deposit **Accounting Summary** by Community is also provided. The Summary list all the G/L accounts and the amounts distributed to each account. It also lists all charge codes and the amounts applied to each account.



RUN DATE: 9/30/04
RUN TIME: 4:04 PM

LOCKBOX BANK DEPOSIT
YY Demo
Deposit Date: 09/30/04

PAGE 4

ACCOUNTING SUMMARY

ACCT #	ACCOUNT DESCRIPTION	DEBIT AMOUNT	CREDIT AMOUNT
1010-000	Cash Checking - Operating	$720.00	
1310-000	Assessments Receivable		$60.00
1340-000	Late Fees Receivable		$10.00
1330-000	Special Assmts. Receiv.		$650.00
	TOTALS	$720.00	$720.00

CHARGE CODE RECAP

CODE	DESCRIPTION	G/L ACCT #	AMOUNT
M1	Maintenance Fee	1310-000	$60.00
01	Late Fees	1340-000	$10.00
08	Special Assmts.	1330-000	$650.00
		TOTALS	$720.00

REPORT COMPLETE:

13 TRANSACTIONS DISTRIBUTED TOTALLING $1170.00
0 TRANSACTIONS REJECTED TOTALLING $0.00
13 TOTAL TRANSACTIONS TOTALLING $1170.00

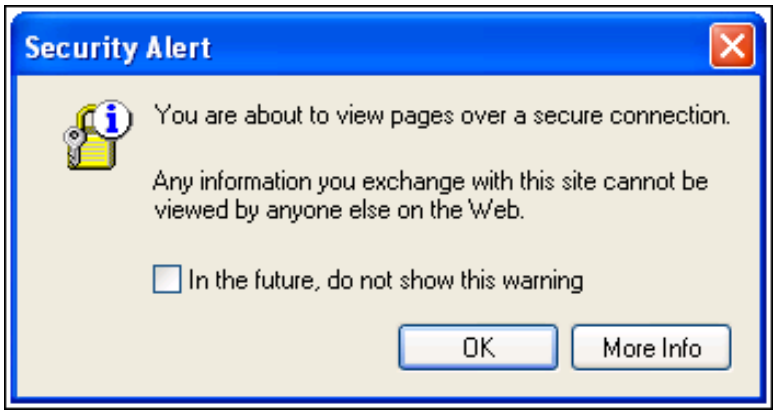
Addendum A

HOMEOWNERS GUIDE TO ONLINE PAYMENTS

The community web site Account Info window allows the homeowner to view account balances, account history, and last payment info. Making payments using the Online Payments service is as simple as ***Clicking*** '***Pay Dues***' on the web site to login. Credit Card or Bank Account information is transmitted over a secured connection.

Homeowners create a secure profile that is encrypted and password protected. This information is completely separate from the community web site profile and can be change by the user at any time. Because the **Online Payments** information is stored on a separate and secure server, a community web site administrator does NOT have access to an owner's online payment login. When accessing a secured site the following dialog box will appear.

Figure-1 Web Security Alert dialog box


Security Alert
You are about to view pages over a secure connection.
Any information you exchange with this site cannot be viewed by anyone else on the Web.
In the future, do not show this warning
OK
More Info

CREATING AN OWNER ACCOUNT

Before **Online Payments** can be used, an owner must create a new Login *Username* and *Password,* separate from their login to the Community web site. Only one Online Payment login can be created for each property.

When an owner is ready to create a login, whether they access **Online Payments** from their community web site or the management company web site the online payment interface identifies a valid owner by matching the street address with the owner name entered by the user. If the owner name does not match the information on file, the account is rejected.

Account Login and Password

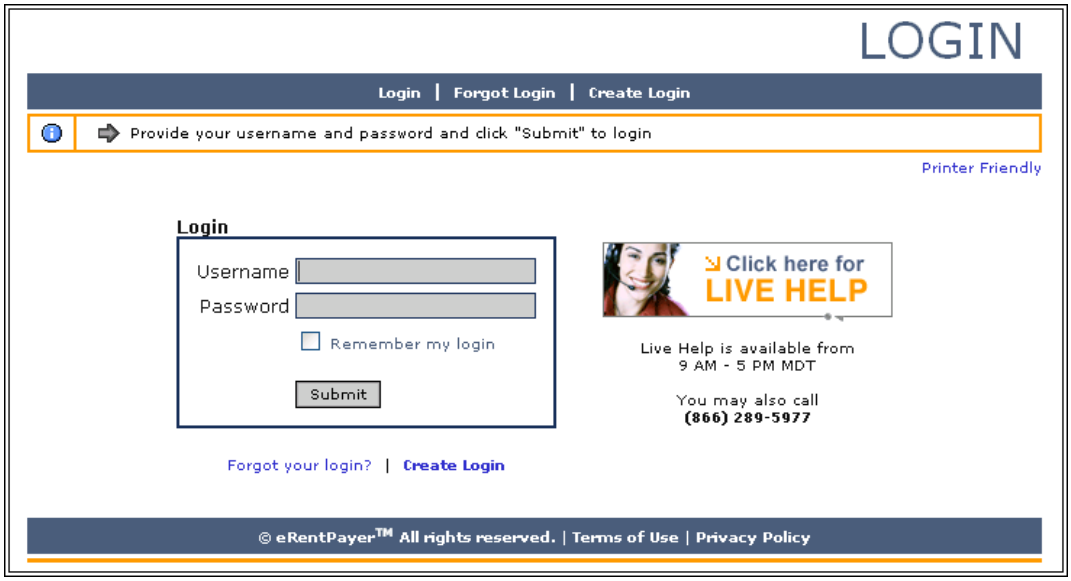
From your Community web site:

1. ***Click*** the ***Pay Dues*** link.

Figure-2 Web Site Menu Options

2. The **Online Payments Login** window appears.

Figure 1 Online Payments Login window



3. ***Click*** **Create Login**

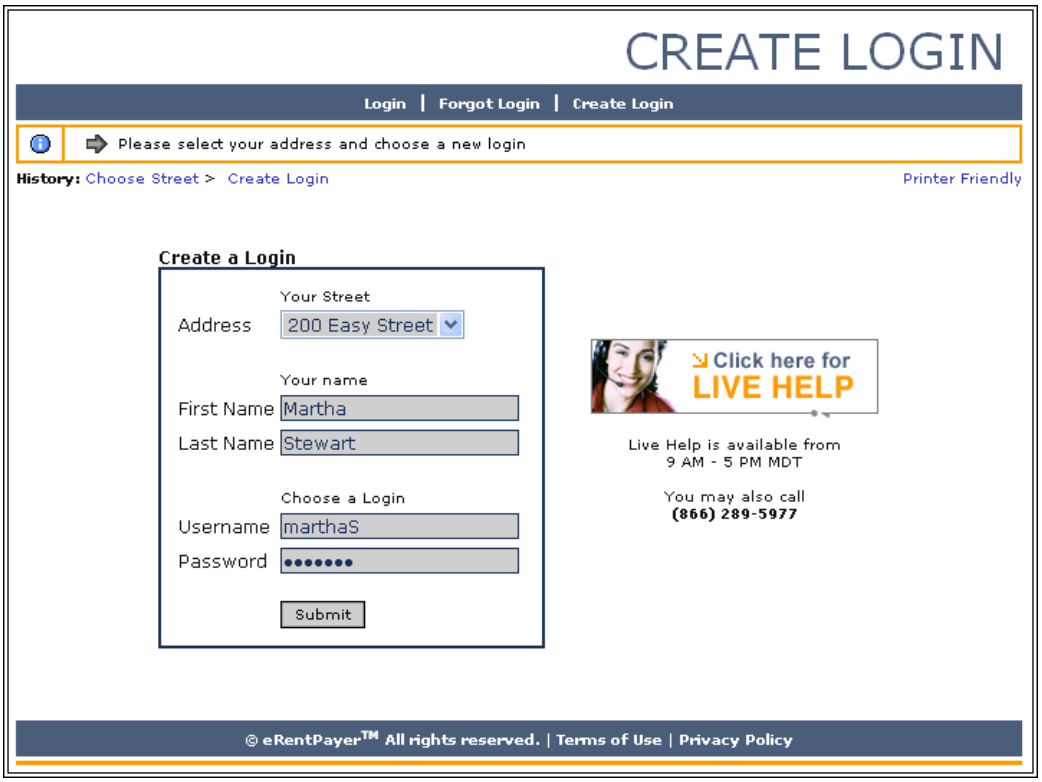
   This Login Username and Password is separate from your community web site Login.

4. ***Select*** your street.

Figure -2 Online Payments Choose Street window

5. ***Click*** **Submit**.
6. ***Select*** the address of your property from the Address drop-down list.

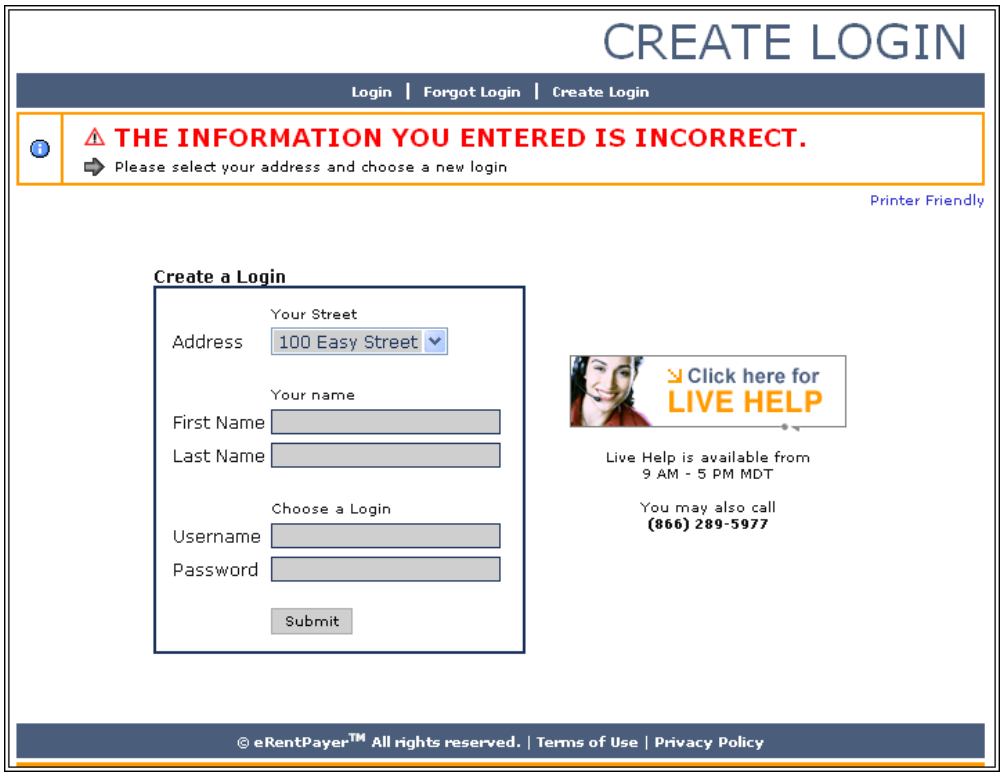
Figure -3 Online Payments Create Login window



7. ***Enter*** your first and last name.
8. ***Enter*** the *Username* and *Password* you wish to use.
9. ***Click*** **Submit**.

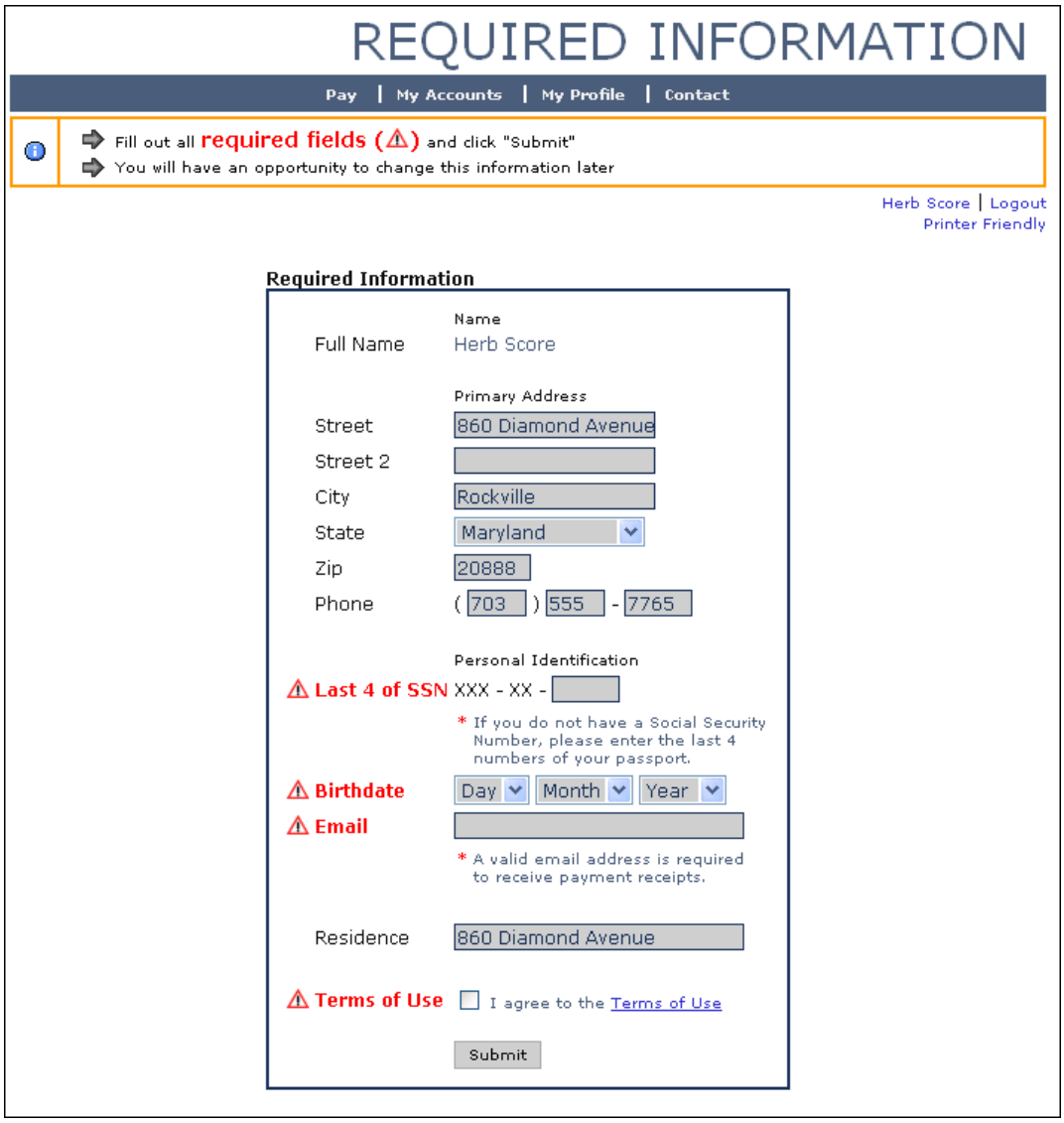
   If the First and Last names do not match the information on record for this address the Login will be rejected.

Figure -4 Online Payments: Create Login Error Message



10. Confirm your profile information.
11. You must provide an e-mail address. Your payment verification will be sent to you via e-mail.
12. ***Enter*** all required data.

Figure -5 Online Payments: Owner Account Information window

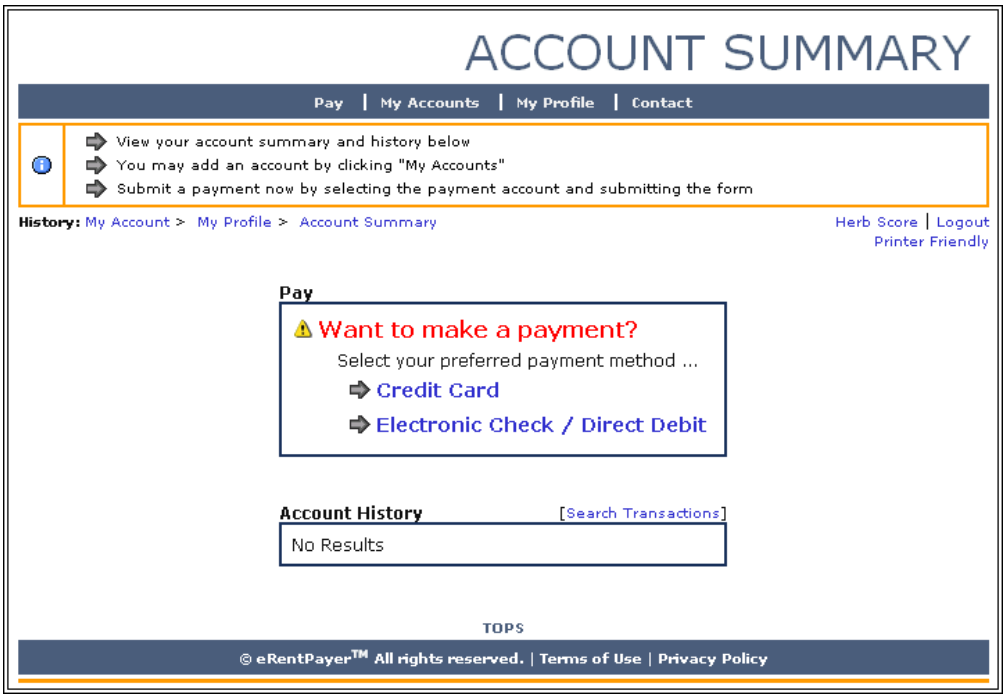


13. ***Click*** the Checkbox to accept the terms of use.
14. ***Click*** **Submit**.

Once the account is setup, proceed with setting up payment options. You may enter bank account or credit card information from which to make payments.

15. The **Account Summary** window appears.
16. Select a preferred payment method from the ***Pay*** list box.

Figure -6 Online Payments: Owner Account Summary window


ACCOUNT SUMMARY
Pay | My Accounts | My Profile | Contact
View your account summary and history below
You may add an account by clicking "My Accounts"
Submit a payment now by selecting the payment account and submitting the form
History: My Account > My Profile > Account Summary
Herb Score | Logout
Printer Friendly
Pay
Want to make a payment?
Select your preferred payment method ...
Credit Card
Electronic Check / Direct Debit
Account History
[Search Transactions]
No Results
TOPS
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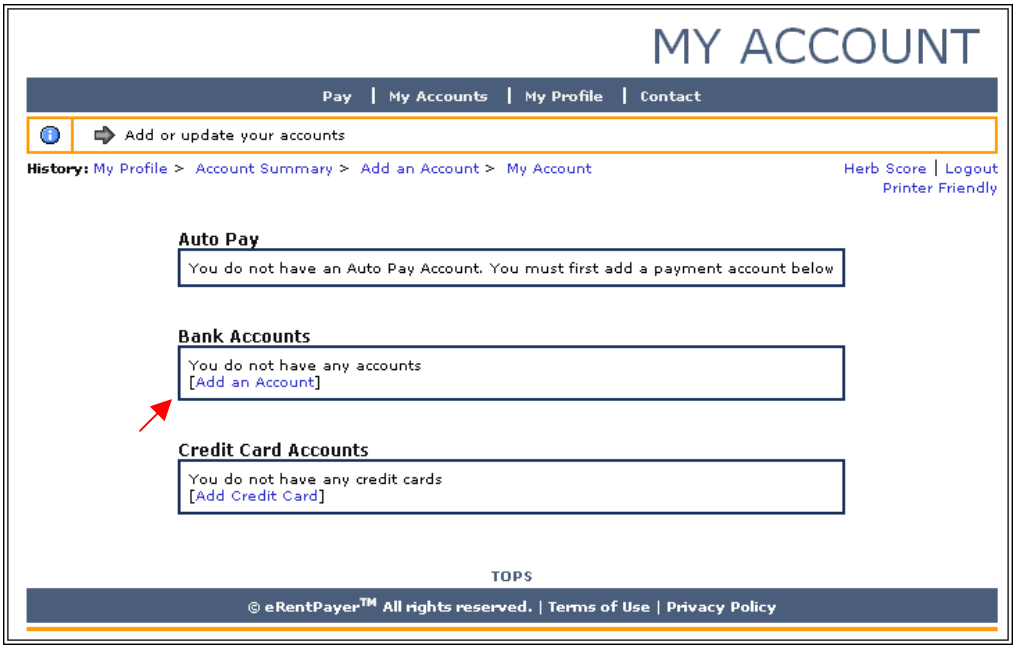
17. ***Click*** **My Accounts** on the **Account Summary** toolbar to add account information.
18. The **My Account** window appears.

Figure -7 Online Payments: My Account Payment Method Options


MY ACCOUNT
Pay | My Accounts | My Profile | Contact
Add or update your accounts
History: My Profile > Account Summary > Add an Account > My Account
Herb Score | Logout
Printer Friendly
Auto Pay
You do not have an Auto Pay Account. You must first add a payment account below
Bank Accounts
You do not have any accounts
[Add an Account]
Credit Card Accounts
You do not have any credit cards
[Add Credit Card]
TOPS
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19. ***Select*** the preferred method of payment, *Credit Card* or *Bank Account*.
20. ***Click*** the **Add Account** hyperlink.

The following examples display Account Information windows. **Figure -9** displays the Bank Account information window. **Figure -10** displays the Credit Card information window.

Figure -8 Online Payments: Add An Account Bank Info window

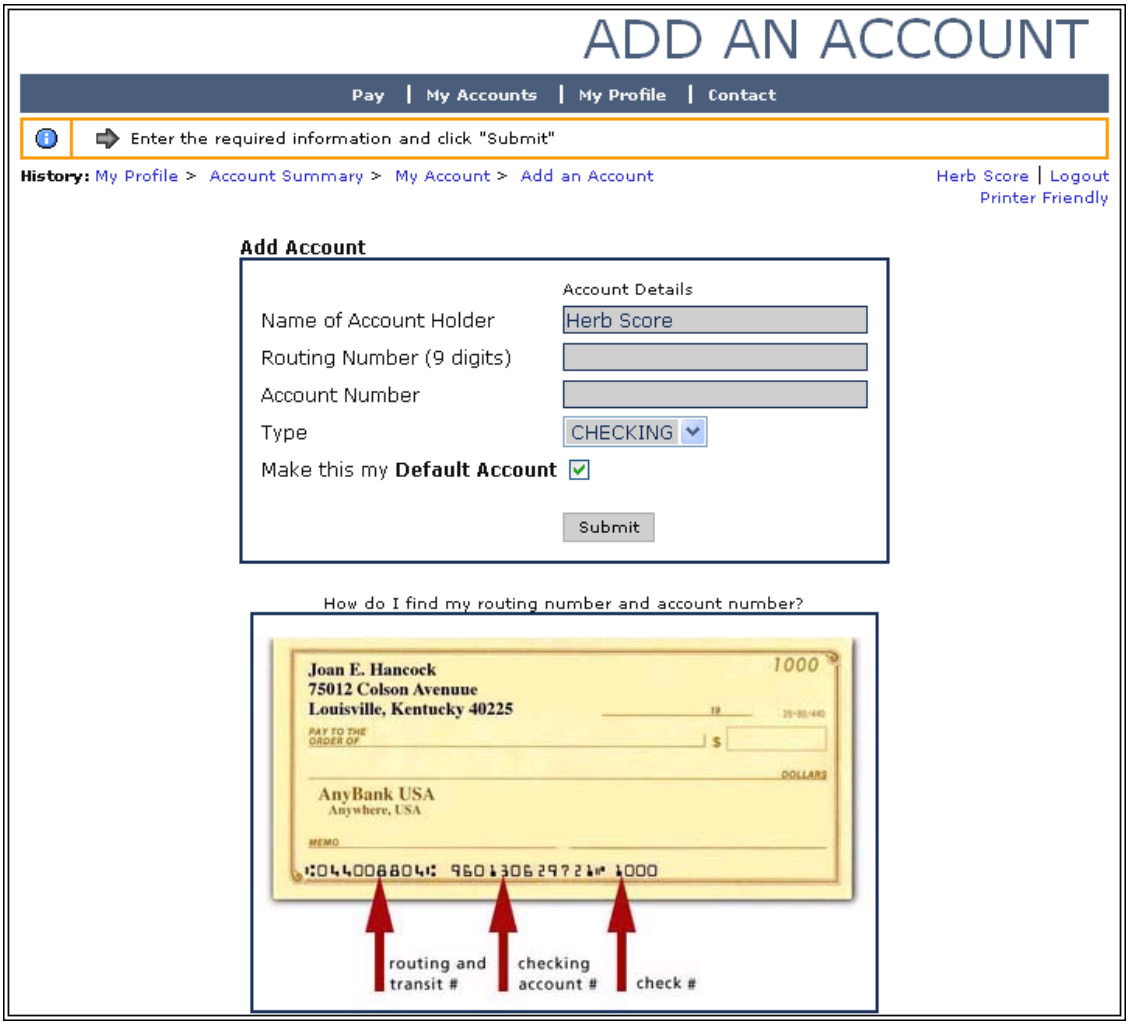
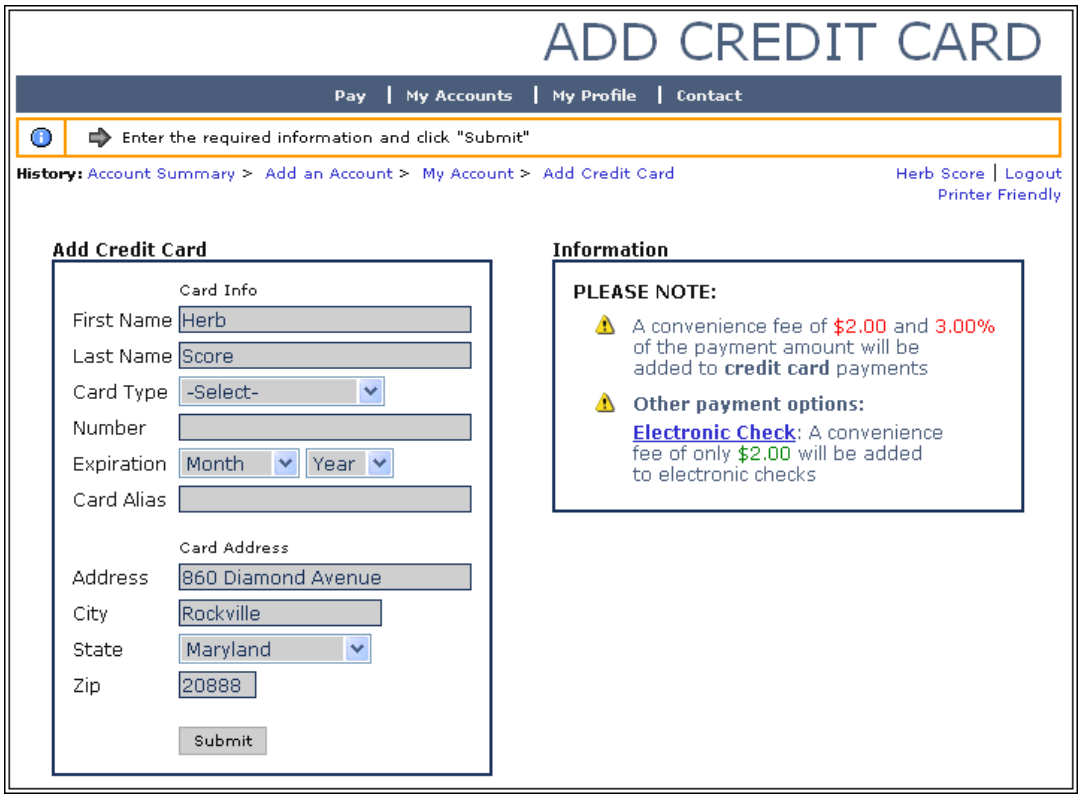


Figure -9 Online Payments: Add An Account Add Credit Card Info window


ADD CREDIT CARD
Pay | My Accounts | My Profile | Contact
Enter the required information and click "Submit"
History: Account Summary > Add an Account > My Account > Add Credit Card
Herb Score | Logout
Printer Friendly
Add Credit Card
Card Info
First Name Herb
Last Name Score
Card Type -Select-
Number
Expiration Month Year
Card Alias
Card Address
Address 860 Diamond Avenue
City Rockville
State Maryland
Zip 20888
Submit
Information
PLEASE NOTE:
A convenience fee of $2.00 and 3.00% of the payment amount will be added to credit card payments
Other payment options:
Electronic Check: A convenience fee of only $2.00 will be added to electronic checks

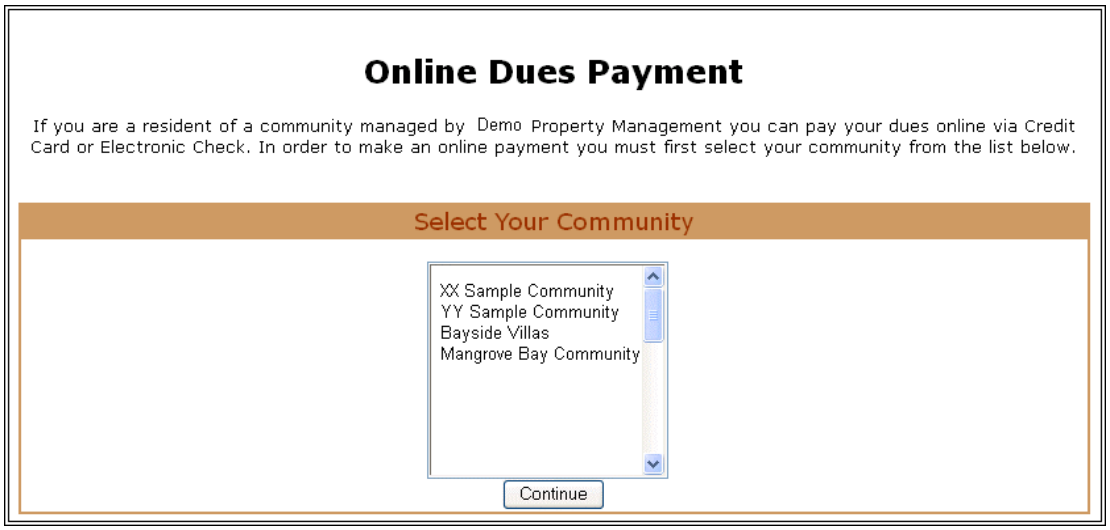
21. ***Enter*** **Banking** or **Credit Card** information.
22. ***Click*** **Submit** to save information.

You are no ready to make online payments. You may make a onetime payment or authorize auto pay to automatically make your payment on a specified day each month without any further action from you. You can change your online payments account setup at anytime.

From the TOPS Management Company web site:

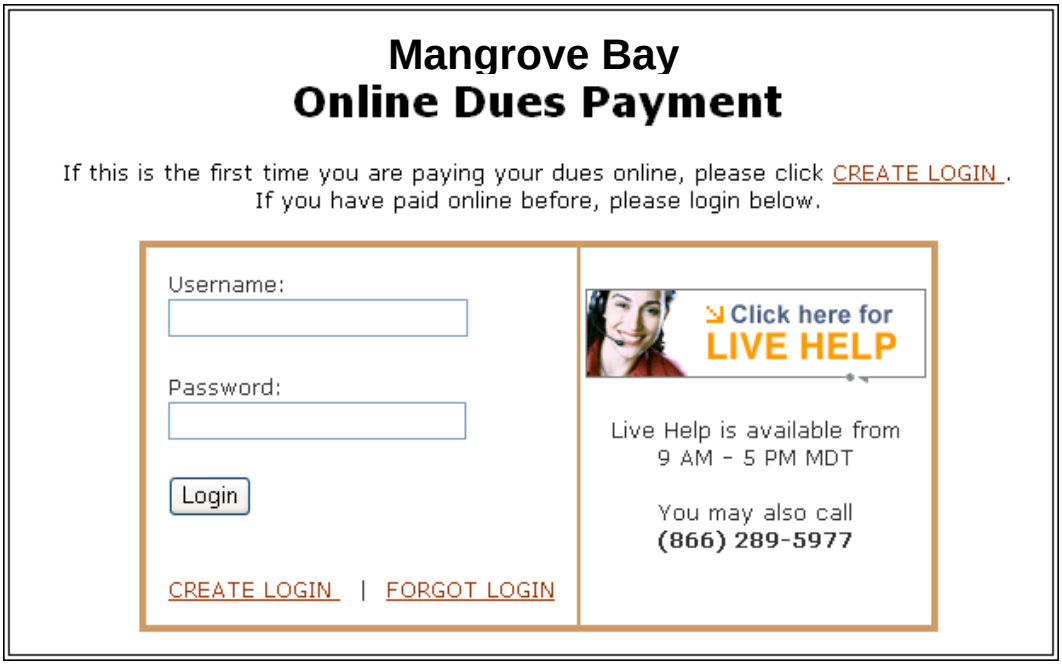
1. ***Click*** the **Pay Dues** link.
2. The **Select Your Community** window appears.

Figure -10 Online Payments: Management Company Web Site window


Online Dues Payment
If you are a resident of a community managed by Demo Property Management you can pay your dues online via Credit Card or Electronic Check. In order to make an online payment you must first select your community from the list below.
Select Your Community
XX Sample Community
YY Sample Community
Bayside Villas
Mangrove Bay Community
Continue

3. ***Select*** your community from the list box.
4. ***Click*** **Continue**.
5. The **Online Payments Login** window appears.

Figure -11 Online Payments: Management Company Web Site Login window


Mangrove Bay
Online Dues Payment
If this is the first time you are paying your dues online, please click CREATE LOGIN .
If you have paid online before, please login below.
Username:
Password:
Login
CREATE LOGIN | FORGOT LOGIN
Click here for
LIVE HELP
Live Help is available from
9 AM - 5 PM MDT
You may also call
(866) 289-5977

From this point forward, the steps for creating a login are the same whether you are on your community web site or the Property Management Company web site. **Repeat Steps 3 through 19** of the instructions in the Community web site section.

MAKING AN ONLINE PAYMENT

As soon as the owner account is setup, you can begin making payments. Payments can be a onetime event or they can be setup as "*Auto Pay*", a scheduled recurring event. The **Online Payments** payment options include: E-checks, Visa, Mastercard, American Express and Discover.

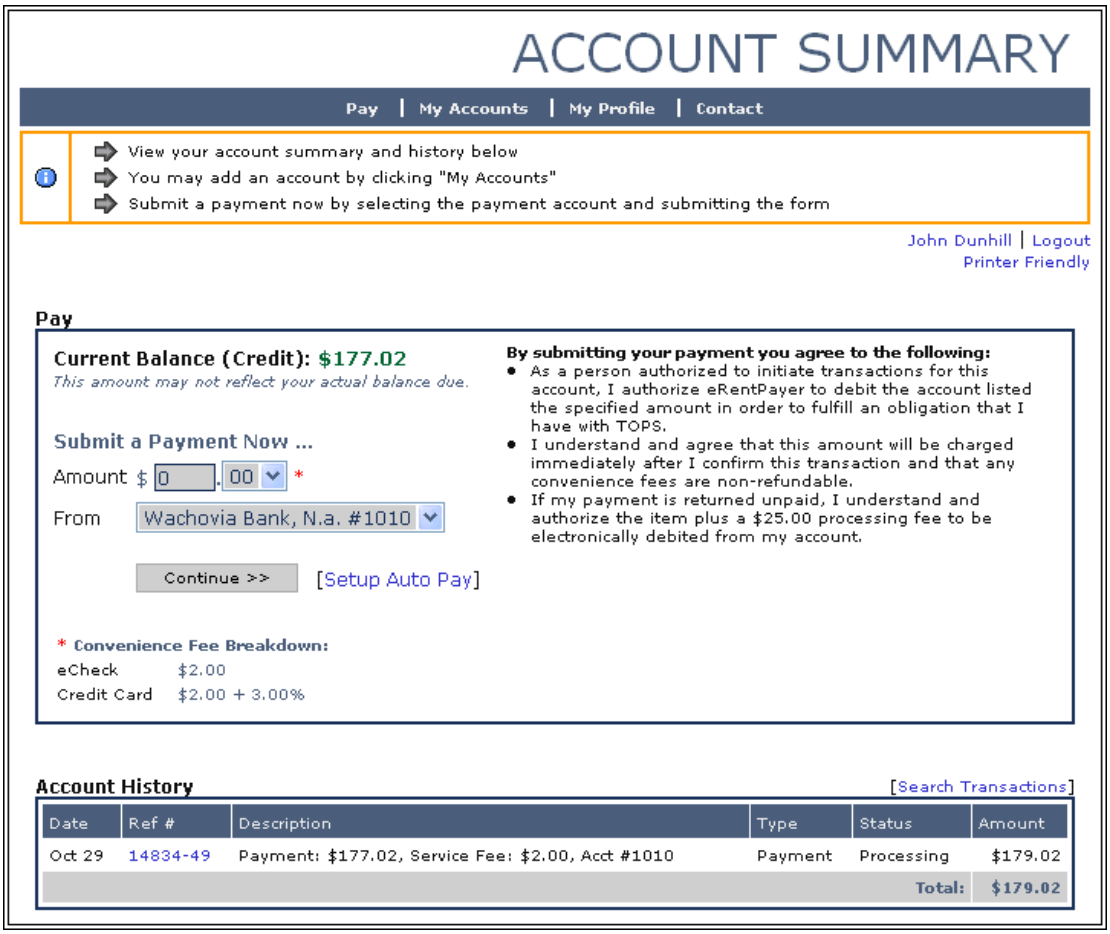
The service will pre-populate the balance owed, homeowners have the option to pay the amount owed or enter the new amount they wish to pay.

When owners submit a payment, they will receive a reference number and receipt letting them know that the payment has been received.

From your community or management company web site:

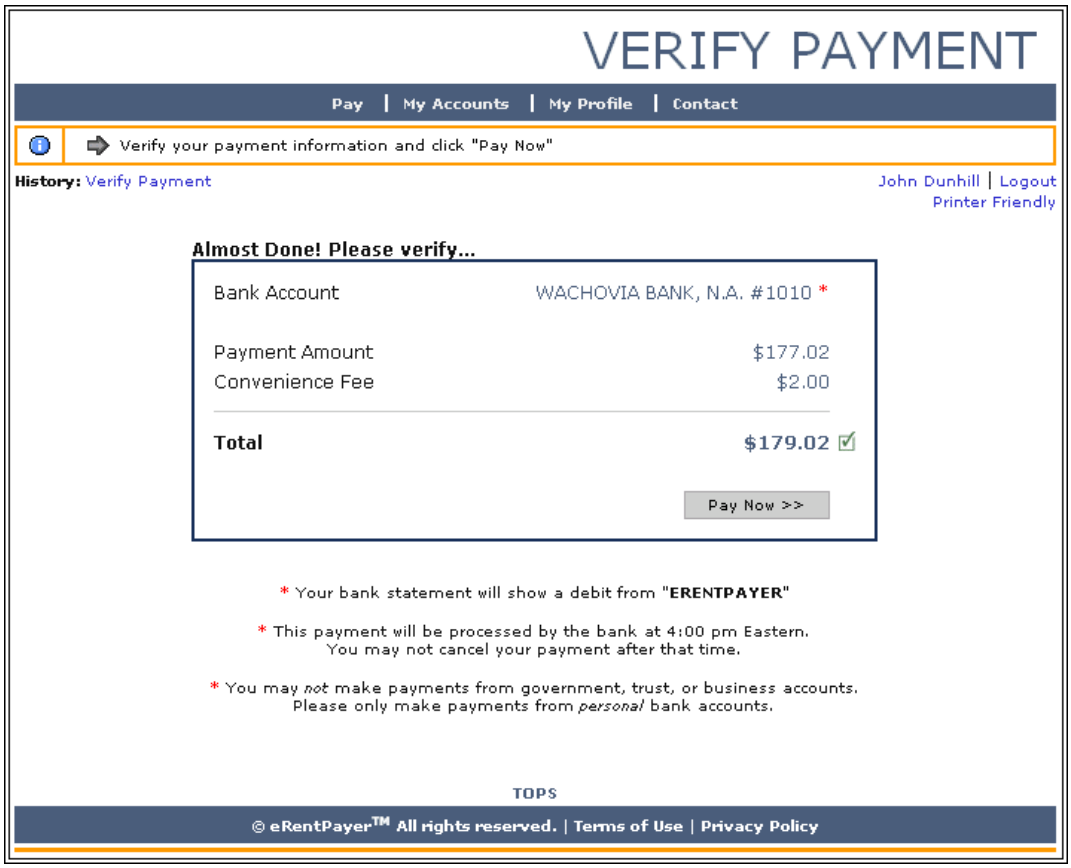
1. ***Click*** the **Pay Dues** button.
2. ***Login*** with your **Online Payments** *Username* and *Password*.
3. The **Account Summary** window appears.

Figure -12 Online Payments: Owner Account Summary window


ACCOUNT SUMMARY
Pay | My Accounts | My Profile | Contact
View your account summary and history below
You may add an account by clicking "My Accounts"
Submit a payment now by selecting the payment account and submitting the form
John Dunhill | Logout
Printer Friendly
Pay
Current Balance (Credit): $177.02
This amount may not reflect your actual balance due.
Submit a Payment Now ...
Amount $ 0 .00 *
From Wachovia Bank, N.a. #1010
Continue >> [Setup Auto Pay]
* Convenience Fee Breakdown:
eCheck $2.00
Credit Card $2.00 + 3.00%
By submitting your payment you agree to the following:
As a person authorized to initiate transactions for this account, I authorize eRentPayer to debit the account listed the specified amount in order to fulfill an obligation that I have with TOPS.
I understand and agree that this amount will be charged immediately after I confirm this transaction and that any convenience fees are non-refundable.
If my payment is returned unpaid, I understand and authorize the item plus a $25.00 processing fee to be electronically debited from my account.
Account History
[Search Transactions]
Date | Ref # | Description | Type | Status | Amount
Oct 29 | 14834-49 | Payment: $177.02, Service Fee: $2.00, Acct #1010 | Payment | Processing | $179.02
Total: $179.02

4. ***Enter*** the amount you wish to pay in the *Amount* field.
5. ***Select*** the *Bank Account* you wish to use for this transaction.
6. ***Click*** **Continue**
7. The **Verify Payment** window appears.

Figure -13 Online Payments: Payment Verification window


VERIFY PAYMENT
Pay | My Accounts | My Profile | Contact
Verify your payment information and click "Pay Now"
History: Verify Payment
John Dunhill | Logout
Printer Friendly
Almost Done! Please verify...
Bank Account
WACHOVIA BANK, N.A. #1010 *
Payment Amount
$177.02
Convenience Fee
$2.00
Total
$179.02
Pay Now >>
* Your bank statement will show a debit from "ERENTPAYER"
* This payment will be processed by the bank at 4:00 pm Eastern.
You may not cancel your payment after that time.
* You may not make payments from government, trust, or business accounts.
Please only make payments from personal bank accounts.
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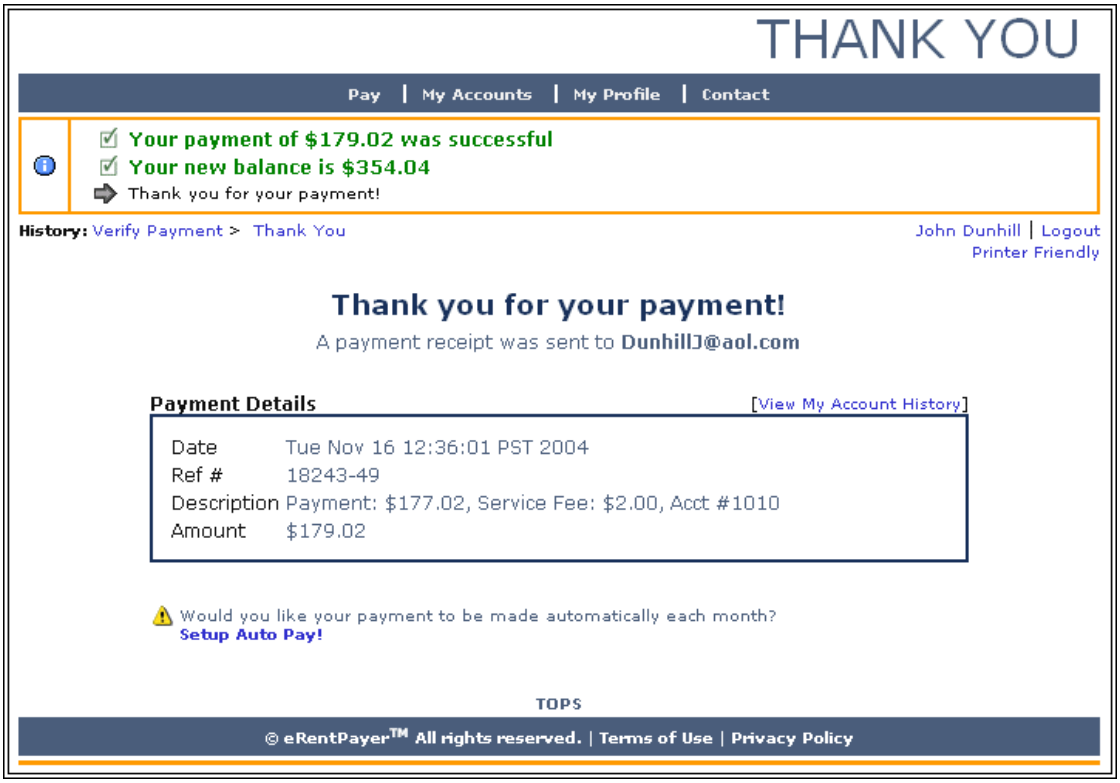
8. Review the information, if it is correct ***Click* the Pay Now>>** button.
9. The following Payment acknowledgment appears.

Figure -14 Online Payments: Payment Acknowledgement window


THANK YOU
Pay | My Accounts | My Profile | Contact
Your payment of $179.02 was successful
Your new balance is $354.04
Thank you for your payment!
History: Verify Payment > Thank You
John Dunhill | Logout
Printer Friendly
Thank you for your payment!
A payment receipt was sent to DunhillJ@aol.com
Payment Details
[View My Account History]
Date Tue Nov 16 12:36:01 PST 2004
Ref # 18243-49
Description Payment: $177.02, Service Fee: $2.00, Acct #1010
Amount $179.02
Would you like your payment to be made automatically each month?
Setup Auto Pay!
TOPS
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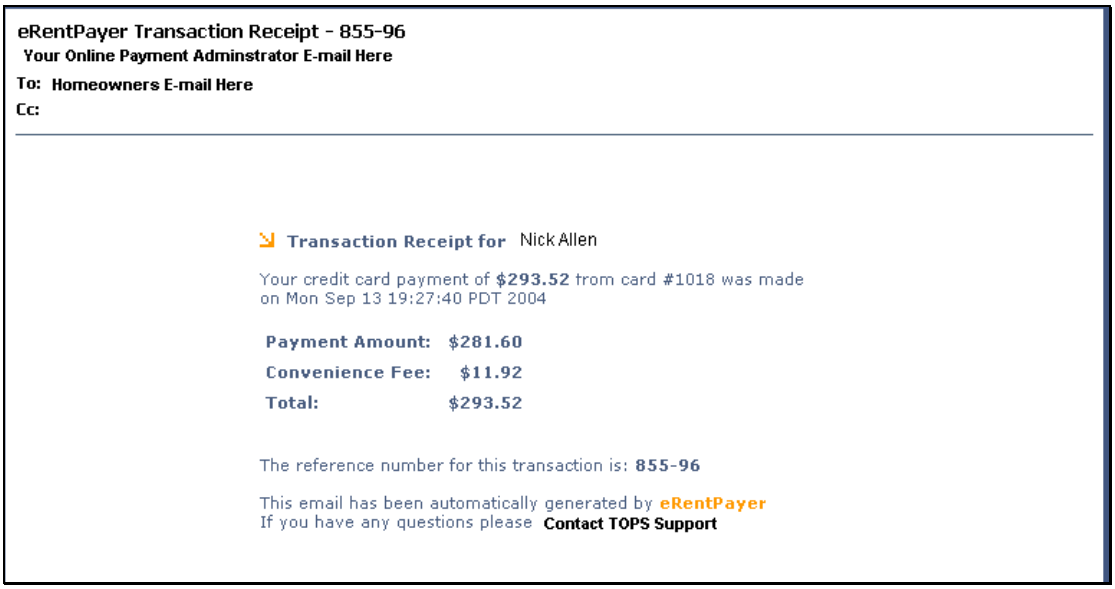
*You may Click the **View My Account History** link review your payment history.*

10. Click Logout when finished to close the window and exit Pay Dues.

An e-mail with a payment confirmation number will be sent to the e-mail address contained in your Account Profile. See the following example.

Example of an e-Mail Payment Confirmation.



eRentPayer Transaction Receipt - 855-96
Your Online Payment Adminstrator E-mail Here
To: Homeowners E-mail Here
Cc:

Transaction Receipt for Nick Allen

Your credit card payment of $293.52 from card #1018 was made on Mon Sep 13 19:27:40 PDT 2004

Payment Amount:	$281.60
Convenience Fee:	$11.92
Total:	$293.52

The reference number for this transaction is: 855-96

This email has been automatically generated by eRentPayer
If you have any questions please Contact TOPS Support

Setting Up Auto Pay

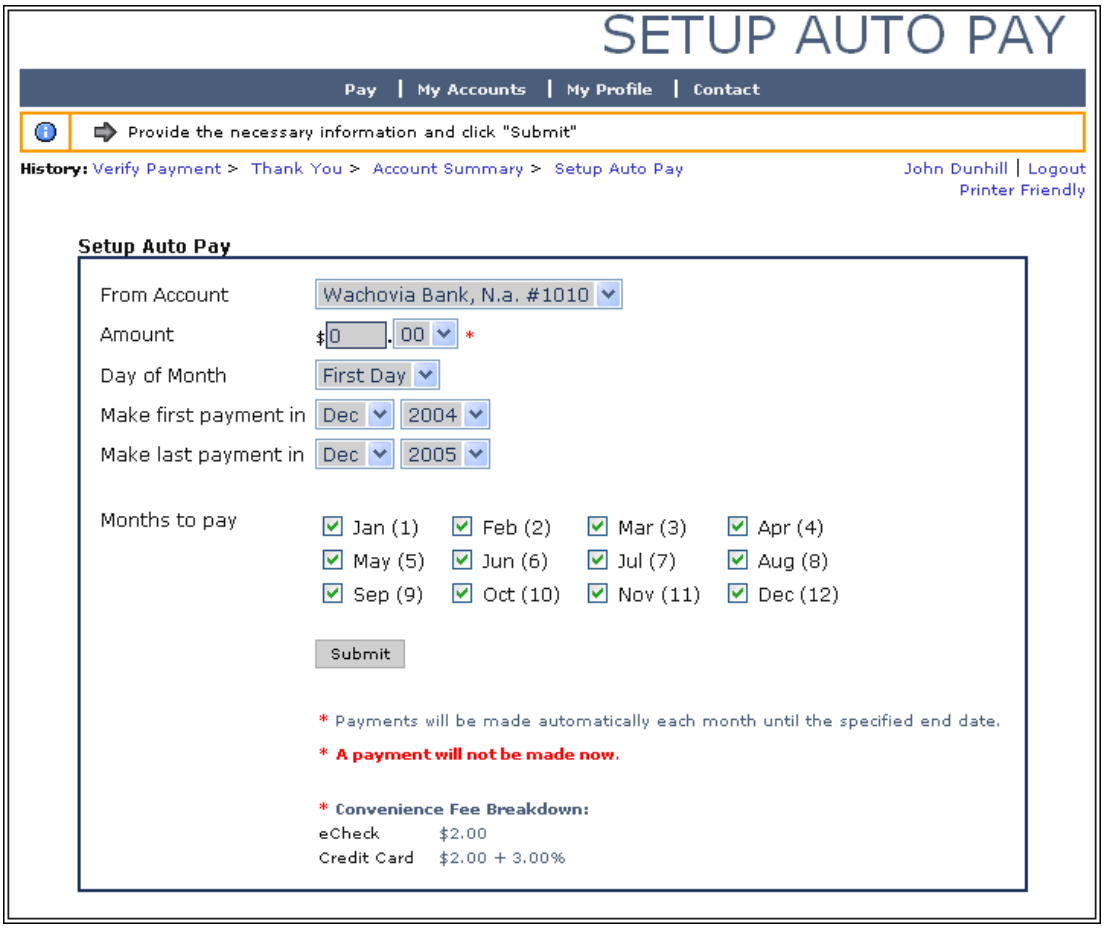
Auto Pay allows you to define the schedule with which to make your online payment automatically. You are able to setup Auto Pay at anytime and update it as needed.

If you wish to make this a recurring monthly payment ***Click*** **Pay Dues** and login using your Online Payments username and password.

From the **Account Summary** window:

1. ***Click*** **Setup Auto Pay**.
2. The **Setup Auto Pay** window appears.

Figure -15 Online Payments: Setup Auto Pay window


SETUP AUTO PAY
Pay | My Accounts | My Profile | Contact
Provide the necessary information and click "Submit"
History: Verify Payment > Thank You > Account Summary > Setup Auto Pay
John Dunhill | Logout
Printer Friendly
Setup Auto Pay
From Account
Wachovia Bank, N.a. #1010
Amount
$0 . 00 *
Day of Month
First Day
Make first payment in
Dec 2004
Make last payment in
Dec 2005
Months to pay
Jan (1) Feb (2) Mar (3) Apr (4)
May (5) Jun (6) Jul (7) Aug (8)
Sep (9) Oct (10) Nov (11) Dec (12)
Submit
* Payments will be made automatically each month until the specified end date.
* A payment will not be made now.
* Convenience Fee Breakdown:
eCheck $2.00
Credit Card $2.00 + 3.00%

3. ***Select*** the **Account** from which to make this payment.
4. ***Enter*** the **Amount** of the payment to be made.
5. ***Select*** the day of the month this payment is to be made, e.g. First Day, Last Day, or select the numeric value of any day in-between.
6. ***Enter*** the *Month* and *Year* of the first payment.
7. ***Enter*** the *Month* and *Year* of the last payment.
8. ***Click*** the checkbox to the left of each month in which a payment is to be made.
9. ***Click*** **Submit** to save the information for **Auto Pay**.

Auto Pay can be set up to make payments monthly, bi-monthly, quarterly or bi-annually. Payments will continue to be made regularly as defined in Auto Pay setup until the Last Payment date occurs or you update your Account Information.